



U.S. Department of Transportation
National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION



Investigation: PE16014
Prompted By: VOQ Review
Date Opened: 12/16/2016 **Date Closed:** 01/25/2024
Investigator: Joseph Oxenham **Reviewer:** Bruce York-B
Approver: Tanya Topka
Subject: Vehicle Rollaway

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US, LLC)
Products: 2014-2017 DODGE DURANGO, 2013-2017 RAM 1500
Population: 1,280,728

Problem Description: Consumers report incidents of vehicle roll-away after the operator allegedly shifted the transmission to Park and exited the vehicle.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	236	1,319	0	0	1,448*	0
Crashes/Fires:	138	615	0	0	684*	0
Injury Incidents:	48	128	0	0	144*	0
Number of Injuries:	53	132	0	0	149*	0
Fatality Incidents:	0	1	0	0	1	0
Number of Fatalities:	0	1	0	0	1	0

Description of Other:

*Total eliminates duplicates received by the manufacturer

ACTION/SUMMARY INFORMATION

Action: This (PE) Preliminary Evaluation is closed with a manufacturer action Close this Preliminary Evaluation.

Summary:

Basis

– On December 16, 2016, the Office of Defects Investigation (ODI) opened Preliminary Evaluation PE16-014 to investigate 43 vehicle rollaway incidents with operators alleging they had shifted to Park and then exited the vehicle prior to the rollway incidents. These complaints involved multiple Fiat Chrysler Automobiles (FCA)

model and model year vehicles that share a common electronic rotary shifter design. Of the 43 consumer complaints, 25 complaints alleged crashes, and eight complaints alleged at least one injury.

Subject Vehicles

– When NHTSA opened the investigation, the subject vehicles were model year (MY) 2013-2016 Ram 1500 vehicles and MY 2014-2016 Dodge Durango vehicles equipped with a rotary electronic shifter. However, NHTSA expanded the scope of the investigation to include subsequent model years of the same model vehicles when the Agency learned that those new model year vehicles use the same rotary shifter.

Additionally, all subject vehicles manufactured by FCA are equipped with electronic rotary shifters supplied by Kostal Automotive.

Reason for closing

- During the course of this investigation, ODI did not find evidence that a vehicle-based design or manufacturing defect was the cause of vehicle rollaway incidents on the subject vehicles. Nevertheless, given the risk of a vehicle rollaway, FCA's CSN actions provide automated vehicle securement when an operator attempts to exit the vehicle without successfully achieving a Park position with the rotary shifter mechanism. ODI closely monitored the subject vehicles on which the CSN actions implement a vehicle securement strategy and found that the CSN actions were effective in reducing the frequency of vehicle rollaway incidents in the subject vehicles.

ODI analyzed the incidents when a CSN had been implemented and a rollaway still occurred, and ODI was unable to find an actionable defect that caused vehicle rollaway incidents. ODI found that the failure rates on subject vehicles that received a CSN remedy were similar to the failure rates on other vehicle populations and additionally had similar mechanisms as other vehicle populations such as slippery surfaces and various mechanical failures. Furthermore, as discussed above, after FCA's release of the CSN actions, consumer complaints have decreased significantly. Given the absence of an identified safety defect based on available information and FCA's customer satisfaction campaign which addresses the failure mode, further action is not warranted at this time.

Accordingly, this Preliminary Evaluation is closed. However, the Agency reserves the right to take further action, if warranted. Please see the attached detailed closing summary for more information. To review the ODI reports cited in the Closing Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).