



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 19-011
Date Opened: 09/16/2019
Investigator: Robert Caple
Approver: Stephen Ridella
Subject: Seat Belt Retraction
Reviewer: Scott Yon

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US LLC)
Products: Model Year 2014 Jeep Grand Cherokee
Population: 281,000 (Estimated)

Problem Description: The upper seat belt plastic guide cracks during routine use, preventing proper retraction of seat belt. The seatbelt remains slack on an occupant resulting in improper fit.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	18	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: Open this Preliminary Evaluation.

Summary:

The Office of Defects Investigation has identified 18 Vehicle Owner Questionnaire (VOQ) reports for model year 2014 Jeep Grand Cherokee alleging that the seat belt fails to retract for front seat occupants. Several reports indicate the plastic guide of the B-pillar mounted D-Ring is cracking during routine use thereby preventing proper retraction of the seat belt. This condition results in an improper fit of the belt and increased injury risk. The condition has been observed in both the front driver and passenger positions. Complainants report that complete replacement of the seat belt assembly is necessary to repair the condition.

A Preliminary Evaluation has been opened to assess the scope, frequency, and safety-related consequence of the alleged defect.

The complaints cited above can be viewed at NHTSA.gov under the following ID numbers: 11047976, 11051433, 11052841, 11066026, 11066992, 11073598, 11075151, 11088579, 11100698, 11115861, 11122068, 11207016, 11208477, 11228347, 11229887, 11232073, 11244714, and 11242818.