



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 21-016
Date Opened: 07/09/2021
Investigator: Iulian Gugiu
Approver: Stephen Ridella
Subject: Sliding Doors Inoperative

Date Closed: 07/22/2022
Reviewer: Bruce York-B

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US, LLC)
Products: 2016 Dodge Caravan / Chrysler Town and Country
Population: 233,084 (Estimated)

Problem Description: Right and left rear sliding door lock actuator assemblies can fail resulting in one or both doors being stuck closed when attempts are made to open them either by mechanical or electronic means.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	439	6,536	6915**
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: Close this Preliminary Evaluation (PE)

Summary:

The Office of Defects Investigation (ODI) opened PE21-016 on July 7, 2021, to investigate 364 complaints alleging that one or both sliding doors on 2016 Model Year (MY) Grand Caravan or Town and Country vehicles could not be opened. The door(s) could not be opened using the mechanical handle or electronic remote switches. Many of the complaints described having to remove passengers seated in the rear of vehicles through the front doors, the second sliding door (if it was operational), the window, or the car's rear hatch. The complainants have expressed concerns that if the sliding door(s) cannot be opened in the event of an emergency or crash, it could trap passengers or delay their egress.

On June 4, FCA published TSB# 23-017-20 instructing dealers to replace the door lock actuator instead of the entire door latch assembly on the subject vehicles when consumers complained about either one or both of the sliding door locks not functioning and/or emitting a loud buzzing noise during lock/unlock operation. On June 16, 2021, FCA approved a Quality Warranty Extension for fifteen years/150,000 miles from the vehicle's in-service date for sliding door lock actuators on vehicles built between May 1, 2015, through January 9, 2017. FCA has started notifying owners about the new program. FCA will provide reimbursement for owners who previously paid for sliding door repairs. Consumers whose sliding doors are inoperative will have the opportunity to have their vehicle diagnosed, and if a fault is identified, have the sliding door actuator repaired at no charge.

Analysis of the FCA IR response and ODI complaint data found that the majority (96%) of sliding door failures occurred prior to the calendar year 2020 when the subject vehicles had approximately 4 years in service. At the time of the closing of this investigation, 99% of the subject vehicles are passed the age where failures typically occur. The number of new reports has been decreasing since 2020 and further reduced following the FCA Warranty Extension program. ODI found that prior to a failure of the sliding door(s) there is normally a loud buzzing noise/sound generated

that alerts the operator to the actuator starting to wear out.

ODI has not identified any crashes or injury allegations due to the sliding door being inoperable on the subject vehicles following nearly six years of exposure. ODI will continue to monitor complaints received for the incidence of sliding doors becoming inoperative.

Accordingly, the investigation is closed. The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist, and the agency reserves the right to take additional action if warranted by new circumstances.

For a complete summary of this investigation and related consumer complaints, please see attached closing resume document.

PE21-016 Closing Resume Summary

2016 Dodge Caravan / Chrysler Town and Country

Sliding Door(s) Inoperable

Subject: PE21-016

Summary: ODI opened PE21-016 on July 7, 2021, to investigate 364 complaints alleging that one or both sliding doors on 2016 Model Year (MY) Grand Caravan or Town and Country vehicles could not be opened. The door(s) could not be opened using the mechanical handle or electronic remote switches. Many of the complaints have described consumers having to remove passengers seated in the rear of vehicles through the front doors, the second sliding door (if it was operational), the window, or the car's rear hatch. The complainants have expressed concerns that if the sliding door(s) cannot be opened in the event of an emergency or crash, it could trap passengers or delay their egress.

ODI received two communications from FCA related to the sliding door actuators on the subject vehicles. On August 10, 2016, FCA released a communication (ODI TSB ID: 10140200) to dealers instructing them to replace the Sliding Door Actuator Module if the consumer describes the Sliding Door not power opening or closing. The bulletin does not mention any problems with opening the sliding door manually or what vehicles were impacted. Technical Service Bulletin (ODI TSB ID: 10177524, FCA TSB: 23-017-20) issued by FCA on June 4, 2020, was received by ODI that instructed technicians on replacing either one or both of the sliding door lock actuators when consumers describe either one or both sliding door locks not functioning and emitting a loud buzzing noise during lock/unlock operation. The TSB applies to vehicles built on or after November 01, 2015, and on or before June 30, 2017. Prior to the release of the TSB, FCA US quality Department conducted an analysis and found a flaw in the manufacturing process. It was discovered that the housing dimensions fell out of specifications causing reduced gear engagement between the worm motor gear and the output gear. The reduced engagement allows excess play in the system leading to the potential for gear binding and/or a stripped gear. This manufacturing issue was corrected in multiple stages. First, the power lock actuator tool was brought back into print specifications in October 2016. Second a new tool was implemented in November 2019. And last, the power lock actuator's motor retention features were improved and implemented in August 2019. FCA has conducted an additional analysis of the alleged defect in response to the ODI Information Request. Following this additional review of data, FCA determined the sliding door inoperability did not represent an unreasonable risk to safety and issued a Warranty Extension Program.

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Warranty Extension for fifteen years/150,000 miles from the vehicles' in-service date for sliding door lock actuators on vehicles built between May 1, 2015, through January 9, 2017. FCA has started notifying owners about the new program. FCA will provide reimbursement for owners who previously paid for sliding door repairs. Consumers whose sliding doors are inoperative will have the opportunity to have their vehicle diagnosed, and if a fault is identified, have the sliding door actuator repaired at no charge.

Analysis of the FCA IR response data and ODI complaint data found that the majority (96%) of sliding door failures occurred prior to the calendar year 2020 when the subject vehicles had approximately 4 years in service. At the time of the closing of this investigation, 99% of the subject vehicles are passed the age where failures typically occur. The number of new reports has been decreasing since 2020 and further reduced following the FCA Warranty Extension program. ODI found that prior to a failure of the sliding door(s) there is normally a loud buzzing noise/sound generated that alerts the operator to the actuator starting to wear out.

ODI has not identified any crashes or injury allegations due to the sliding door inoperability on the subject vehicles following nearly six years of exposure. ODI will continue to monitor complaints received for the incidence of sliding doors becoming inoperative.

Accordingly, the investigation is closed. The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist, and the agency reserves the right to take additional action if warranted by new circumstances.

The consumer complaints cited above can be reviewed as [http:// www.nhtsa.gov/](http://www.nhtsa.gov/) using the following complainant identification numbers:

11462470,11460572,11460515,11460192,11459933,11457604,11456706,11454707,11453710,11453128,11451928,11451072,11448673,11448595,11448064,11446973,11446695,11445864,11444521,11443856,11442714,11442202,11441696,11441341,11439811,11439146,11438896,11438834,11438185,11437947,11437857,11437789,11437772,11437233,11436903,11436762,11436595,11434679,11434341,11433860,11433751,11433521,11432910,11432424,11432152,11431558,11431396,11431147,11429857,11429715,11429060,11429016,11428997,11428341,11427985,11427544,11427331,11427327,11427292,11426916,11426195,11425907,11425465,11425326,11425284,11424965,11424783,11424732,11424685,11424649,11424561,11424331,11422795,11422410,11422209,11422205,11422011,11421634,11421234,11421194,11420953,11420751,11418817,11418631,11416810,11416398,11416057,11415947,11414927,11414776,11414534,11413347,11413063,11408078,11408030,11407755,11407493,11407473,11405734,11405476,11404852,11403113,11402951,11402688,11400157,11399590,11398533,11397827,11395423,1139

4909,11389451,11389269,11388745,11388289,11387411,11387004,11385237,11384077,11384030,11383696,11383648,11382884,11382814,11378366,11377597,11377495,11376116,11373653,11373161,11372686,11365958,11365643,11364904,11364430,11363983,11363785,11363594,11362686,11361653,11361414,11361353,11361305,11361273,11361073,11360625,11360576,11360564,11360347,11360332,11360028,11355209,11355166,11354319,11353430,11352605,11352578,11352349,11352122,11352081,11351295,11351156,11351148,11350720,11350352,11349665,11349610,11348850,11348749,11348704,11348693,11348648,11344191,11344023,11343689,11342862,11342574,11342511,11341770,11341717,11341591,11341349,11341313,11341081,11341030,11340511,11339912,11339783,11339702,11339578,11339527,11339165,11339147,11338457,11337610,11337279,11337130,11331796,11331516,11331377,11330478,11330168,11329973,11329807,11329643,11329294,11329206,11329037,11328773,11328590,11328577,11328552,11328469,11328267,11328002,11327531,11327114,11327106,11327053,11326697,11326696,11326377,11326194,11326188,11324197,11324020,11323616,11323614,11323303,11323296,11322301,11321973,11321835,11320961,11320849,11320343,11320263,11319733,11318047,11317260,11317236,11316757,11316592,11316047,11315839,11311627,11311374,11311161,11310707,11310383,11309846,11309560,11309510,11309411,11309200,11308245,11308082,11307949,11307676,11307619,11307476,11307475,11307175,11307122,11302341,11301918,11301201,11300978,11300234,11299303,11299252,11299070,11297211,11297115,11291163,11290924,11290105,11289752,11289702,11289514,11289042,11287890,11287538,11283002,11282258,11281772,11281485,11281320,11281268,11280551,11279706,11279091,11278806,11277808,11277598,11277247,11277037,11271753,11271175,11270979,11270652,11270089,11270022,11269857,11268761,11268759,11268661,11268187,11268071,11267590,11267409,11266995,11266715,11266645,11266419,11265420,11259082,11259036,11258638,11258442,11257232,11256434,11255654,11254833,11254790,11254635,11254241,11253918,11253373,11253031,11253019,11252926,11252772,11252610,11246576,11246403,11246236,11246066,11244114,11243423,11243420,11243183,11243009,11242995,11242986,11242155,11241879,11241786,11241781,11241439,11240752,11240736,11234960,11234166,11233585,11232079,11231259,11230909,11229864,11229598,11229062,11228369,11222340,11222326,11221985,11221776,11221517,11221008,11220942,11220681,11220442,11219919,11218582,11218566,11218271,11217610,11217454,11210597,11210542,11210375,11209772,11209637,11209469,11209283,11208701,11208572,11208517,11207921,11207915,11207616,11205540,11204399,11204030,11203825,11203824,11203585,11203007,11202941,11202722,11202625,11197191,11196592,11195503,11195038,11193508,11192503,11192275,11191124,11191063,11190271,11189713,11186965,11186329,11185073,11183957,11180818,11174884,11173041,11172334,11170683,11170133,11165114,11161149,11144683,11144194,11142092,11139599,11139026,11133361,11130238,11129817,11123034,11122665,11113679,11103607,11101876,11092237,11088950,11030385,10908848.