



July 2, 2013

Ms. Nancy Lummen Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
Room: W48-302  
1200 New Jersey Ave. SE  
Washington, DC 20590

Dear Ms. Lewis:

Attached is Chrysler Group LLC's ("Chrysler") Defect Information Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which contains details of a potential safety related defect in vehicles.

Chrysler Group will conduct a voluntary safety recall on all affected vehicles to flash the Occupant Restraint Control (ORC) Module.

Sincerely,

A handwritten signature in blue ink that reads "Kristin Kolodge".

Kristin J. Kolodge

Enclosure: Defect Information Report for Chrysler Group LLC. Recall N44

cc: Frank Borris, NHTSA

# DEFECT INFORMATION REPORT FOR CHRYSLER GROUP LLC

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**Submission Date:** July 2, 2013

**573.6(c)(1): Manufacturer's Name, Brand Name**

Chrysler Group LLC, Chrysler, Dodge, RAM

**573.6(c)(2): Identification of Affected Vehicles**

Make(s)	Model(s)	Model Year(s)	Inclusive Dates of Manufacture
Chrysler Dodge RAM	Town & Country Grand Caravan C/V Tradesman	2013	May 10, 2012 – June 7, 2013

**573.6(c)(2)(iv): Component manufacturer name, address, telephone number, and country of origin:**

Continental Automotive Systems  
One Continental Drive  
Auburn Hills, MI 48326  
248-391-5643  
Mexico

**573.6(c)(3): Potentially Affected Vehicle Population**

234,254 (estimated)

**573.6(c)(4): Percentage of Affected Vehicles**

100%

**573.6(c)(5): Description of Defect or Noncompliance**

The ORC contains a software error that may affect the deployment of the side airbags in certain side impact collisions. For side impact detection, the affected vehicles utilize a pressure sensor in the front doors and acceleration sensors in the B-pillars, 2<sup>nd</sup> row door tracks, and 3<sup>rd</sup> row C-pillars. The acceleration based side sensors are configured with the wrong polarity inside the ORC, resulting in a left side impact to the B-pillar, 2<sup>nd</sup> row, or 3<sup>rd</sup> row acceleration sensors being detected by the right side acceleration sensors and vice versa. Because the wrong (opposite) side sensors are detecting the impact, the opposite side airbags deploy.

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### **573.6(c)(6): Chronology of Principal Events Leading to Determination of a Safety Defect**

- On April 5, 2013, Chrysler received a customer complaint indicating a 2013 MY Dodge Grand Caravan was impacted on the driver's side, but only the passenger's side airbags deployed.
- During June 2013, the supplier, Continental, informed Chrysler that a software error involving the polarity of the B-pillar, 2<sup>nd</sup> row, and 3<sup>rd</sup> row acceleration sensors, had been discovered within the ORC module. The Windsor Assembly Plant (WAP) yard was contained. A vehicle with revised ORC software was successfully side impact tested at the Chelsea Proving Grounds. Scope of the affected population was finalized.
- During its investigation, Chrysler identified 2 CAIRs, 0 VOQ's, and 1 Field Report reported between February 28, 2012 and April 18, 2013 potentially related to this side airbag deployment issue.
- Chrysler is aware of 3 accidents, resulting in 1 minor injury, and 0 Legal Claims reported between February 28, 2012 and April 18, 2013 potentially related to this issue.
- On June 25, 2013, Chrysler decided to conduct a voluntary safety recall to flash the ORC module.

### **573.6(c)(7): Information Used in Determination of a Noncompliance**

N/A

### **573.6(c)(8): Description of Remedy**

Chrysler will conduct a voluntary safety recall to flash the ORC Module.

Chrysler has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, Chrysler, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

### **573.6(c)(10): Dealer and Owner Communications**

Chrysler plans to begin notification of dealers and owners in August 2013. Chrysler will provide the dealer and owner letters when available.

### **573.6(c)(11): Manufacturer's Campaign Number**

Chrysler has assigned recall number N44 to this action.