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14V-373
(4 pages)

June 25, 2014 (Update)
June 7, 2011 (Update)
May 6, 2011 (Update)
March 7, 2011 (Update)
March 1, 2011 (Original)

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:

Reference: NHTSA Identification Number 11V-139

This document updates the Chrysler Group LLC Defect Information Report for safety recall L25 submitted to you on June 7, 2011.

The following updated information is submitted pursuant to the requirements of 49 CFR Part 573.6, Defect and Noncompliance Reports, which contains details of a defect in vehicles as determined by Chrysler Group LLC. This update includes the addition of the 2009 model year Dodge Journey, and 2008 and 2009 model year Dodge Grand Caravan and Chrysler Town and Country vehicles. The updated vehicle volumes reflect the added model years and section 573.6(c)(5) has been updated to include airbags.

Sincerely,

 6/25/14
Philip Hartnagel

Enclosure: Updated Defect Information Report for Chrysler Recall L25

cc: Frank Boris, NHTSA

Submission Date: June 25, 2014

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

Chrysler Group LLC, Dodge, Chrysler

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

| Make(s) | Model(s) | Model Year(s) | Inclusive Dates of Manufacture |
|----------|----------------|---------------|----------------------------------|
| Dodge | Journey | 2009-2010 | June 29, 2007 – June 17, 2010 |
| Dodge | Grand Caravan | 2008-2010 | January 26, 2007 – June 17, 2010 |
| Chrysler | Town & Country | 2008-2010 | January 26, 2007 – June 17, 2010 |

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

Continental Corporation
4685 Investment Dr.
Troy, MI 48098
(248) 209-4000
Country of Origin: Mexico

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

438,109

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

Unknown

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

Some vehicles may experience inadvertent ignition key (WIN/FOBIK) displacement from the run to accessory position while driving causing the engine and passive restraint systems, including airbags, to shut off.

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

- On September 2, 2010, an internal investigation was initiated to evaluate an increased number of reports of the engine shut off or stalling in the affected vehicles.
- The investigation ultimately determined that an engine shut off condition can occur if a vehicle is started and the key FOB is released and springs back to its intended ON position, but over travels and hangs up between the ON and ACC detents. Harsh roadway conditions or driver interaction with the key FOB can cause the key FOB position to move to either the ON or ACC detent position. Movement to the ACC (or Accessory) detent position will shut down engine power.

- The elevated levels of complaints in the affected vehicles were traceable to a WIN/FOBIK design that was supplied by the component manufacturer. The investigation also revealed that -- beginning on January 25, 2010 for JC, April 6, 2010 for RT and June 17, 2010 for RM -- the supplier of the WIN/FOBIK assembly was changed and a new WIN/FOBIK design was introduced for the JC, RT and RM vehicles. The new WIN/FOBIK design was reviewed and determined to be more robust, which was also evident by the significant decline in engine shut off complaints after this design went into production.
- There are approximately 32 customer complaints and 465 warranty claims for the affected vehicles alleging inadvertent engine shut off while driving. Chrysler is aware of 2 alleged rear end collisions arising from the condition.
- This information was presented to the Vehicle Regulations Committee on February 22, 2011, which decided to conduct a safety recall
- On June 17, 2014, Chrysler participated in a conference call with NHTSA to discuss the scope of the L25 safety recall. NHTSA requested Chrysler expand the scope of the L25 safety recall to all 2008 – 2010 MY Chrysler Town & Country, Dodge Grand Caravan, and Dodge Journey vehicles. NHTSA informed Chrysler a Recall Query was opened.
- On June 18, 2014, Chrysler received the Opening Resume and the VOQ's (Vehicle Owner's Questionnaire) for Recall Query RQ14-002, from the Office of Defect Investigations.
- VOQ information may support NHTSA's request to include 2008 and 2009 MY vehicles.
- The remedy implemented for L25 safety recall appears to be effective.
- On June 24, 2014, Chrysler determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall to include 2008 and 2009 MY vehicles.

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 install a WIN Module Detent Ring on all affected vehicles.

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 early July of 2011. Chrysler will provide the dealer and owner letters when available.

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

Chrysler has assigned recall number L25 for this action.