

**Part 573 Safety Recall Report****14V-373****Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** FEB 16,2015**NHTSA Recall No. :** 14V-373**Manufacturer Recall No. :** R03**Manufacturer Information :**

Manufacturer Name : Chrysler (FCA US LLC)

Address : 800 Chrysler Drive

CIMS 482-00-91 Auburn Hills MI 48326-2757

Company phone : 1-800-853-1403

**Population :**

Number of potentially involved : 702,578

Estimated percentage with defect : 100

**Vehicle Information :**

Vehicle : 2010-2010 DODGE GRAND CARAVAN

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : NR

Production Dates : JAN 26, 2007 - JUN 17, 2010

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2009-2009 DODGE GRAND CARAVAN

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : NR

Production Dates : JAN 26, 2007 - JAN 26, 2007

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2008-2008 DODGE GRAND CARAVAN

Vehicle Type : LIGHT VEHICLES

Body Style :

Power Train : NR

Descriptive Information : Wireless Ignition Module (WIN) and Plastic Key set (Key FOB/IK) will need to be replaced.

Production Dates : JAN 26, 2007 - JAN 26, 2007

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2010-2010 DODGE JOURNEY

Vehicle Type : LIGHT VEHICLES

Body Style : NR

Power Train : NR

Descriptive Information : NR

Production Dates : JUN 29, 2007 - JUN 17, 2010

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2009-2009 DODGE JOURNEY

Vehicle Type : LIGHT VEHICLES

Body Style : NR

Power Train : NR

Descriptive Information : NR

Production Dates : JUN 29, 2007 - JUN 17, 2010

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2010-2010 CHRYSLER TOWN AND COUNTRY

Vehicle Type : LIGHT VEHICLES

Body Style : NR

Power Train : NR

Descriptive Information : NR

Production Dates : JAN 26, 2007 - JUN 17, 2010

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2009-2009 CHRYSLER TOWN AND COUNTRY

Vehicle Type : LIGHT VEHICLES

Body Style : NR

Power Train : NR

Descriptive Information : NR

Production Dates : JAN 26, 2007 - JUN 17, 2010

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2008-2008 CHRYSLER TOWN AND COUNTRY

Vehicle Type : LIGHT VEHICLES

Body Style : NR

Power Train : NR

Descriptive Information : NR

Production Dates : JAN 26, 2007 - JUN 17, 2010

**VIN (Vehicle Identification Number) Range**

Begin : NR

End : NR

Not sequential VINs

**Description of Defect :**

Description of the Defect : This defect can affect the safe operation of the airbag system. Until this recall is performed, customers should remove all items from their key rings, leaving only the ignition key. The key fob (if applicable), should also be removed from the key ring. Chrysler Group LLC (Chrysler) is recalling certain model year 2009-2010 Dodge Journey vehicles manufactured June 29, 2007, to June 17, 2010, and 2008-2010 Dodge Grand Caravan and Chrysler Town and Country vehicles manufactured January 26, 2007, to June 17, 2010. Road conditions or some other jarring event may cause the ignition switch to move out of the run position, turning off the engine.

Description of the Safety Risk : If the ignition key inadvertently moves into the OFF or ACCESSORY position, the engine will turn off, which will then depower various key safety systems including but not limited to air bags, power steering, and power braking. Loss of functionality of these systems may increase the risk of crash and/or increase the risk of injury in the event of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

**Supplier Identification :**

**Component Manufacturer**

Name : Continental Corporat

Address : NR

FOREIGN STATES

Country : NR

**Chronology :**

NR

**Description of Remedy :**

Description of Remedy Program : Chrysler will notify owners, and dealers will replace Continental WIN modules, along with the associated key FOBs, with Marquardt WIN modules

and key FOBs free of charge. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is R03.

**How Remedy Component Differs from Recalled Component :** New supplier & design. Supplier design changed from Continental to Marquardt WIN Module and Key Fobik.

**Identify How/When Recall Condition was Corrected in Production :** The entire production of the 2008 through 2009 Model years was affected without a change in production. A new supplier and design was implemented at Start of Production for the 2011 Model Year.

**Recall Schedule :**

Description of Recall Schedule : Chronology of events leading up to remedy availability:

- Defect Report 14V-373 was submitted on June 25, 2014 extending recall L25 (now R03) to include the 2008 and 2009 model years
- From July through August 2014 the investigation focused on in-depth analysis of customer data related to the performance of the elastomer detent ring, which was the remedy for the original L25 recall. This analysis revealed complaints of an additional potential defect (inhibited key movement from “START” to “ON”/loss of certain electrical features).
- In August 2014, the investigation team initiated vehicle level and component level parts analysis activities.
- In September 2014, the investigation team (including Chrysler Engineering and the elastomer detent ring supplier) began exploring alternative detent ring designs and potential WIN software enhancements to improve the current detent ring’s performance and prevent the loss of certain electrical features in the event key movement, from “START” to “ON”, is inhibited.
- Late November 2014, Engineering concluded the time necessary to develop, test and validate an acceptable new elastomer ring and new software would take significantly longer than replacing the affected WIN modules with new, unaffected WIN modules.
- From December 2015 to Jan 2015, Marquardt procured the additional resources needed to expedite manufacturing sufficient volumes of WIN FOBIK kits to support the recall population.
- From Feb 2015 to April 2015 Marquardt will execute their accelerated build schedule to support part availability at dealerships according the plan below.

**Two Phase Remedy:**

Phase 1 - Anticipated Launch April 6, 2015

2008 - 2009MY Dodge Caravan & Chrysler Town & Country and Dodge Journey Vehicles

Phase 2 - Anticipated Launch Date August 3, 2015

2010 MY Dodge Caravan & Chrysler Town & Country and Dodge Journey Vehicles

Planned Dealer Notification Date : APR 06, 2015 - NR

Planned Owner Notification Date : APR 13, 2015 - NR

\* NR - Not Reported