Part 573 Safety Recall Report

14V-636

Manufacturer Name : Chrysler (FCA US LLC)
Submission Date : FEB 23, 2016
NHTSA Recall No. : 14V-636
Manufacturer Recall No. : P64

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 : 132,792
Estimated percentage with defect : 2

Vehicle Information :

Vehicle : 2014-2014 Dodge Durango
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS
Descriptive Information : 2014 M/Y Dodge Durango (WD) Steering Column Control Module.
Production Dates : OCT 03, 2013 - APR 11, 2014

VIN (Vehicle Identification Number) Range

Begin : NR End : NR ☐ Not sequential VINs

Vehicle : 2014-2014 Jeep Grand Cherokee
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS
Descriptive Information : 2014 M/Y Jeep Grand Cherokee (WK) Steering Column Control Module
Production Dates : OCT 03, 2013 - APR 11, 2014

VIN (Vehicle Identification Number) Range

Begin : NR End : NR ☐ Not sequential VINs

Description of Defect :

Description of the Defect : Some 2014 Dodge Durango and Jeep Grand Cherokee vehicles may illuminate the Electronic Stability Control (ESC) telltale, due to an issue with the software of the Steering Column Control Module ("SCCM"), which will disable the ESC.

FMVSS 1 : NR
FMVSS 2 : NR

Description of the Safety Risk : If ESC is disabled during certain driving situations, the driver may not be able to adequately control the vehicle, increasing the risk of an accident.

Description of the Cause : • The root cause was determined to be noise on a PCB communication line, between the main and the sub-microprocessor, resulting in an over-run condition during an 18-msec window at vehicle start-up.
• On October 3, 2013, a plastic shield was added to the SCCM to protect the Printed Circuit Board (PCB) from metallic debris.
• The noise is the result of the debris cover coming into contact with the PCB communication lines, while the micro pins are being configured and during a period of higher humidity, causing a short (noise).
• This noise, which may be treated as data during the 18-msec window, results in an over-run condition which freezes communication between the two micros.

Identification of Any Warning that can Occur : The ESC telltale will illuminate when this condition is present.

Supplier Identification :

Component Manufacturer

Name : Kostal North America

Address : 350 Stephenson Highway
Troy MICHIGAN 48083

Country : United States

Chronology :

• On June 10, 2104, Chrysler Group LLC (Chrysler) Vehicle Safety Office opened an investigation due to reports of increased ESC telltale illumination in the field.
• Narratives and warranty claims indicated dealers were finding newly delivered vehicles with the ESC lamp illuminated due to Steering Angle Sensor performance faults and implausible data codes, causing dealer technicians to replace the SCCM.
• When the ESC telltale is illuminated as a result of the Steering Angle Sensor faults, ESC is disabled. ESC is required per Federal Motor Vehicle Safety Standard No. 126.
• As of September 22, 2014, Chrysler is unaware of any accidents or injuries potentially related to this issue.
• On September 30, Chrysler determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall.

Description of Remedy :

Description of Remedy Program : • Chrysler will conduct a voluntary Safety Recall on all affected vehicles to re-flash the SCCM.

• 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.

How Remedy Component Differs from Recalled Component : • The SCCM software is the only change between

the remedy component and the recalled component.

Identify How/When Recall Condition was Corrected in Production : • On April 8, 2014, the SCCM software was updated to ignore the data that is received during the 18-msec start-up window.

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : NOV 26, 2014 - NOV 26, 2014

Planned Owner Notification Date : DEC 05, 2014 - DEC 05, 2014

* NR - Not Reported