

Part 573 Safety Recall Report

15V-264

Manufacturer Name : Eldorado National-Kansas

Submission Date : MAY 11, 2016

NHTSA Recall No. : 15V-264

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Eldorado National-Kansas

Address : 1655 Wall Street

Salina KS 67401

Company phone : (913) 392-2171

Population :

Number of potentially involved : 201

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2012-2015 Dodge/Chrysler Amerivan 10

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : Rear Shock may cause damage to Rear Shock Tower.

Production Dates : NOV 02, 2012 - APR 08, 2015

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The upper rear shock absorber mounting bracket and the upper end of the shock absorber may separate from the chassis.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Should the upper rear shock absorber mounting bracket and the upper end of the shock absorber separate from the vehicle chassis, the shock or bracket may damage the heater hose or fuel filler hose routed on the exterior of the vehicle causing anti-freeze or fuel to spill. The shock, if separated from the vehicle may also pivot downward and contact the road surface.

Description of the Cause : During operation of the vehicle over bumps and dips in the road surface, the rear shock absorber may reach its fully-extended position. The impact of the fully-extended shock absorber on its upper mounting bracket may cause the bracket and the upper end of the shock absorber to separate from the chassis.

Identification of Any Warning that can Occur : Should the upper rear shock absorber mounting bracket and the upper end of the shock absorber separate from the vehicle chassis, there may be a metal-to-metal contact, or rattle/banging of metal pieces.

Supplier Identification :**Component Manufacturer**

Name : NR
Address : NR
NR
Country : NR

Chronology :

4/9/15 Customer service reports that a rear shock bracket had separated from the vehicle chassis. Production notified to place Dodge/Chrysler Amerivan 10 Finished Goods and WIP inventory on hold for inspection.
4/9/15 - 4/15/15 Completed inspection of Finished Goods and WIP inventory.
4/15/15 Eldorado determined that units in the population inspected did not fully meet the manufacturing conversion process documentation.
4/15/15 - 5/1/15 Impact analysis of condition continued. Repair/Rework process defined.
4/27/15 Received customer returned unit for inspection, and repair.
5/5/15 Part 573 Report filed.

Description of Remedy :

Description of Remedy Program : The vehicle will be repaired by installing a revised bracket welded to the vehicle chassis. A suspension strap will be added.

Dealer and End Users will be notified by a Safety Recall Notice. Once the Dealer or End User contacts Eldorado National - Kansas and verifies their vehicle is in the affected group, Eldorado National - Kansas will make arrangements with them for completion of the rework. Labor and material costs corresponding with the rework activity shall be paid by Eldorado National - Kansas.

How Remedy Component Differs from Recalled Component : The revised upper rear shock mounting brackets are of different shape and dimensions from the original brackets.

Identify How/When Recall Condition was Corrected in Production : The revised upper rear shock mounting brackets were implemented in production on April 21, 2015.

Recall Schedule :

Description of Recall Schedule : As per Planned Notification Begin and End Dates.

Planned Dealer Notification Date : JUN 08, 2015 - JUN 10, 2015

Planned Owner Notification Date : JUN 12, 2015 - JUN 17, 2015

* NR - Not Reported