

Part 573 Safety Recall Report**15V-595****Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** SEP 24,2015**NHTSA Recall No. :** 15V-595**Manufacturer Recall No. :** R53**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 : 1,624

Estimated percentage with defect : 18

Vehicle Information :

Vehicle : 2016-2016 Chrysler Town & Country

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Certain 2016 MY Chrysler Town & Country vehicles.

Production Dates : AUG 19, 2015 - AUG 27, 2015

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2016-2016 Dodge Grand Caravan

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Certain 2016 MY Dodge Grand Caravan vehicles.

Production Dates : AUG 19, 2015 - AUG 27, 2015

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs**Description of Defect :**

Description of the Defect : Certain Chrysler Town & Country and Dodge Caravan/Grand Caravan vehicles may have hood striker fasteners with insufficient torque.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The hood striker bracket may loosen over time and detach from the hood,

causing the hood to open; obstructing the driver's vision and increasing the chance of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

- On August 27, 2015, the FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC") department was notified by the Windsor Assembly Plant ("WAP") that Chrysler Town & Country and Dodge Caravan/Grand Caravan vehicles with insufficient hood striker fasteners torque were identified during the assembly process.
- The hood striker is attached to the hood via two screws one on either side of the striker.
- During a plant floor review the hood adjust operator was observed using an improper technique for re-torqueing hood striker bolts on units requiring hood adjustment.
- Toque audit of 113 units was performed resulting in 18% of the vehicles with low torque and a Product Related Issue ("PRI") was called to review the issue.
- Root cause was determined to be lack of new hire operator training at the hood adjustment station.
- As of September 3, 2015, FCA US was unaware of any accidents or injuries potentially related to this issue.
- On September 2, 2015, the FCA US VSRC held an Investigation Steering Group meeting which recommended the issue be forwarded to the Vehicle Regulations Committee.
- This issue affects 2016 RT vehicles built from August 19, 2015 to August 27, 2015, at WAP which had the hood adjusted by the subject operator.
- The suspect period was established as August 19, 2015 to August 27, 2015, at WAP.
- As of September 3, 2015, FCA US identified approximately zero CAIRs, zero VOQs and zero field reports related to this issue.
- As of September 3, 2015, total warranty is zero at 0c/1000.
- On 9/15/2015, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

Description of Remedy :

Description of Remedy Program : FCA US will conduct a voluntary safety recall on all affected vehicles to install new bolts as necessary and apply the required torque to the hood striker fasteners.

FCA US 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, FCA US, 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 : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Planned Dealer Notification: 10/30/2015

Planned Owner Notification Start / End Date: 11/6/2015 - 11/6/2015

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported