

FCA US LLC Chronology
Sun Visor 2011 – 2012 MY WK and WD Vehicles
Submitted on December 22, 2015

- The investigation determined that during the sun visor/headliner reinstallation, contrary to the procedure, vehicles built with a long sun visor takeout wire (120 mm) were not being wrapped around the newly implemented spacer during service. This may cause the unsecured vanity lamp wiring circuits to make contact with an unfriendly surface creating a rub through that may result in a high resistive short to ground.
- On July 1, 2014, FCA US submitted a 573 defect determination report to NHTSA relating to the potential for high resistive short at the vanity lamp wiring after service repair to the sun visor, headliner or while gaining access above the headline.
- On August 29, 2014, the first set of dealer instructions was sent to the field.
- On September 18, 2014, the FCA US LLC (“FCA US”) Vehicle Safety and Regulatory Compliance (“VSRC”) organization opened an investigation as a result of customer complaints of sun visor thermal damage after recall repair.
- Between September 18, 2014 and November 20, 2014, the recall service procedure was re-evaluated due to additional customer complaints after remedy.
- On November 20, 2014, the initial tech advisory was released with enlarged photos.
- On March 27, 2015, an update to the initial tech advisory was released to show photos of an improperly remedied vehicle and the results of such errors.
- On May 1, 2015, NHTSA opened RQ15-003.
- On May 15, 2015, a third update to the tech advisory was released with an additional photo of an improperly remedied vehicle showing significant damage.
- On May 20, 2015, VSRC personnel reviewed a training video (“Tech Tube”) with North American tech advisors highlighting the critical steps in the recall repair process. The video was then released to all FCA network dealer technicians.
- On June 19, 2015, FCA US submitted a full response to RQ15-003.
- On September 10, 2015, an update to the dealer instructions was released implementing a high abrasive resistant tape on adjacent surfaces.
- On October 14, 2015, an updated version of the Tech Tube video was released to correspond to the second update of the dealer instructions.
- The suspect period was established as December 3, 2009, Start of Production for 2011 MY WK and WD, through September 1, 2012 when the sun visor takeout wire length was shortened from 120 mm to 70 mm at Jefferson North Assembly Plant.
- On December 15, 2015, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.