

Part 573 Safety Recall Report

16V-461

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** AUG 11, 2016**NHTSA Recall No. :** 16V-461**Manufacturer Recall No. :** S44**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 : 26,299

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2015-2016 Chrysler Town & Country

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2015–2016 MY Chrysler Town and Country (“RT”) vehicles.

Production Dates : JUL 31, 2015 - APR 18, 2016

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 2 : 2015-2016 Dodge Grand Caravan

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2015-2016 MY Dodge Grand Caravan (“RT”) vehicles

Production Dates : JUL 31, 2015 - APR 18, 2016

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 3 : 2016-2016 Dodge Journey

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2015-2016 MY Dodge Journey (“JC”) vehicles.

Production Dates : AUG 17, 2015 - JAN 29, 2016

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 4 : 2016-2016 RAM ProMaster

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2015-2016 MY Ram ProMaster ("VF") vehicles.

Production Dates : AUG 15, 2015 - APR 15, 2016

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Dimensional variance in the transmission pump rotor pocket may potentially result in seized and/or broken rotors. The dimensional variance, exceeding allowed control plan tolerances, resulted from a lack of mastering of the in-line gage.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Some Dodge Journey ("JC"), Ram ProMaster ("VF"), Dodge Grand Caravan and Chrysler Town and Country ("RT") vehicles may experience a loss of hydraulic pressure in the transmission due to dimensional variance in the pump rotor pocket, possibly resulting in a loss of motive power.

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 March 7, 2016, the FCA US LLC ("FCA US") Quality Department notified the Vehicle Safety and Regulatory Compliance ("VSRC") organization of a potential issue regarding seized pump rotors in the 62TE Transmission.
 - * On March 10, 2016, the FCA US VSRC opened an investigation as a result of warranty claims relating to the issue raised by the FCA US Quality Department.
 - * Between March 10, 2016 and May 2, 2016, warranty claims were analyzed to understand scope.
 - * On May 2, 2016, the FCA US VSRC and Quality Department reviewed all available data to determine scope
 - * As of June 3, 2016, FCA US identified approximately three CAIRs, zero VOQs and zero field reports potentially related to this issue.
 - * As of June 3, 2016, total warranty is 236 at 1.3c/1000.
 - * As of June 3, 2016, FCA US is unaware of any accidents or injuries potentially related to this issue.
- On June 7, 2016, 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 to replace transmission pumps in the unsold vehicle population and in vehicles sold after April 13, 2016.

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 : **8/11/16: Final Dealer Notification to occur 8/12/2016. Final Owner notification - 8/18/2016**

FCA US will provide a dealer notification and owner notification schedule once established. Planned dealer notification 2016 08 01 and planned owner letter 2016 08 01.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported