

# Part 573 Safety Recall Report

# 16V-589

**Manufacturer Name :** Chrysler (FCA US LLC)

**Submission Date :** SEP 01, 2016

**NHTSA Recall No. :** 16V-589

**Manufacturer Recall No. :** S59



## 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 :** 296

**Estimated percentage with defect :** 30 %

## Vehicle Information :

**Vehicle 1 :** 2016-2016 Chrysler 200

**Vehicle Type :**

**Body Style :** 4-DOOR

**Power Train :** NR

**Descriptive Information :** Some 2016 MY Chrysler 200 ("UF") vehicles

**Production Dates :** MAY 24, 2016 - MAY 25, 2016

**VIN Range 1 : Begin :** NR **End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** Some 2016 MY Chrysler 200 ("UF") vehicles may have been released from Sterling Heights Assembly Plant ("SHAP") without proper fastener torque and/or angle tightening verification. A total of 30 different chassis fastener joints may be affected.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If improperly tightened, these fasteners may become loose and fatigue over time or fall out, causing the joint to fail which may result in reduced steering and handling capability.

**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 June 16, 2016, FCA US LLC ("FCA US") SHAP was notified that a logistics employee noted the left tire on a vehicle (VIN# GN188940) was not parallel with the right tire after off-loading. Subsequent inspection found the outer steering ball stud was detached from the knuckle and the ball stud nut was found below the front suspension.

On June 23, 2016, FCA US quality informed the Vehicle Safety and Regulatory Compliance ("VSRC") organization of a SHAP request to proactively check fasteners on affected vehicles in plant control.

On June 27, 2016, the FCA US VSRC organization opened an investigation as a result of information provided by SHAP Resident Engineering.

On July 2, 2016, SHAP received confirmation that all affected vehicles were beyond FCA US control.

On July 6, 2016, the FCA US VSRC management requested that SHAP review quality records to ensure that scope of targeted vehicles was appropriate.

On July 24, 2016, SHAP provided final analysis showing a total of 296 affected vehicles.

Root cause was determined to be intermittent power outages on the SHAP chassis sub-line causing loss of vehicle synchronization with the main production line. This condition resulted in fastener data being reported to the wrong vehicle so that proper fastener verification could not be conducted.

As of July 29, 2016, FCA US has not identified any CAIRs, VOQs or field reports related to this issue.

As of July 29, 2016, there has been one warranty claim (VIN# GN188940) for this issue.

As of July 29, 2016, FCA US is unaware of any accidents or injuries potentially related to this issue.

On August 2, 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 on all affected vehicles to inspect the suspect joints and replace or tighten them to specification as necessary.

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 : \*\*FINAL Dealer Planned Notification Date: 8/31/2016 FINAL Owner Planned Notification Date: 9/2/2016

FCA US will provide a dealer notification and owner notification schedule once established.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported