

FCA US LLC Chronology
Power Steering Return Line
Submitted on May 5, 2016

- On September 29, 2011, the Chrysler Canada Inc. (“Chrysler Canada”) Vehicle Safety and Regulatory Compliance (“VSRC”) organization received an information request from Transport Canada regarding multiple return hose power steering system failures on one 2010 MY Dodge Journey (“JC”) vehicle. Data was requested on JC vehicles and any substantially similar models.
- On November 10, 2011, the Chrysler Canada VSRC response was submitted to Transport Canada, specific to Canadian market vehicles, including the requested part number usage, vehicle and parts sales data, warranty claim data and Customer Assistance Inquiry Records (“CAIRs”).
- On May 18, 2012, Transmittal #19421 was created for 2012 MY JC vehicle repairs starting January 2012 in the US and Canadian Markets. This transmittal was written to document the cold weather leaks of the power steering hoses. The corrective action was to release cold weather hose kit per CN #CS0TS-VCA-BE.
- On April 8, 2013, in response to additional similar reports, Transport Canada sent the Chrysler Canada VSRC a second information request indicating they had upgraded their investigation to a Level III Defect Investigation. Transport Canada was seeking updated information on parts, warranty and customer complaint data, as well as additional technical information on the function and schematics of the power steering system. The scope of the investigation was broadened to 2009-2011 MY JC. The Chrysler Canada VSRC response was submitted on June 5, 2013.
- In April 2014, cold weather service return hoses were made available through Mopar. Service parts included part numbers 68143978AA and 68143979AA for 2009-2012 MY JC vehicles and part number 68143990AA for 2009-2010 MY JC vehicles. (Service CN #CS0TS-VCA-BE)
- On May 3, 2014, Service Technical Assistance Request (“STAR”) Case #S1419000006 was issued entitled “Power Steering Fluid Leak Due To Hose Split Caused by Severe Cold Temperature”.
- On September 2, 2014, January 15, 2015, and September 4, 2015, Transport Canada requested updated data relative to their continuing investigation. These requests were responded to on October 15, 2014, February 26, 2015, and October 23, 2015, respectively.
- On October 7, 2015, CN #50629-S27 implemented to change the hose weave of the cold weather power steering return hoses into production on JC vehicles built for the Canadian market at the Toluca Assembly Plant (“TAP”).
- On November 12, 2015, CN #50629-S27-AB implemented to change the hose weave of the cold weather power steering return hoses into production for U.S. market vehicles built with a block heater at TAP.
- Field reports indicate the condition is experienced at cold engine start-up or shortly thereafter in extreme cold weather conditions when the vehicle is stationary or operating at low speed.

- Sudden rupture of a return/cooler line can cause a loss of power steering fluid and increased steering effort.
- The subject vehicles conform to EC standard 70/311/EEC which measures the ability of a driver to safely steer a vehicle with lost power assist.
- The suspect period was established as July 31, 2007, Start of Production (“SOP”) for the 2009 MY, to November 12, 2015, when CN #50629-S27-AB was implemented at TAP.
- As of November 17, 2015, the three year/36,000 miles warranty C/1000 (for vehicles equipped with a block heater) is at 154.08 for 2009 MY, 91.56 for 2010 MY, 64.92 for 2011 MY, 84.06 for 2012 MY, 56.82 for 2013 MY, 22.61 for 2014 MY, 1.02 for 2015 MY and 0.00 for 2016 MY.
- As of October 23, 2015, in the U.S. Market there are 50 CAIRs for the complaint; 27 Alaska, 14 North Dakota, eight Minnesota and one Wisconsin. 15 CAIRs mention repeat occurrences. This information was reviewed with the National Highway Traffic Safety Administration (“NHTSA”) on February 18, 2016.
- There have been zero reports of injury associated with this issue.
- On January 19, 2016, the FCA US LLC (“FCA”) Vehicle Regulations Committee (“VRC”) approved Customer Satisfaction Notice (“CSN”) S08 to replace the return side power steering lines with parts validated for extreme cold weather on all affected JC vehicles.
- On March 16, 2016, FCA Canada Inc. (“FCA Canada”) conducted a WebEx meeting with Transport Canada, the FCA US VSRC organization and FCA US Chassis Engineering to discuss root cause and customer experience related to CSN S08.
- From March 16, 2016, through April 19, 2016, FCA Canada held numerous meetings and phone calls with Transport Canada to discuss the status of the issue, request access to customer registration data for the approved CSN and to communicate launch plans.
- On April 20, 2016, Transport Canada “made a preliminary determination to order FCA Canada to notify owners that certain 2009-2016 Dodge Journey multi-purpose passenger vehicles contain a defect in power steering return hoses which may result in a loss of power steering.”
- On May 3, 2016, despite disagreement with Transport Canada’s assessment of the issue, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.