

FCA US LLC Chronology  
Tow Bar Fasteners  
Submitted on July 19, 2016

- On August 25, 2014, production of the 2015 MY BU began at the FCA Italy S.p.A. (“FCA Italy”) Melfi Assembly Plant (“MAP”).
- On November 14, 2014, production of the 2015 MY BU built for the North American Market began at MAP.
- On June 10, 2016, FCA Italy became aware of a customer complaint for a rattle noise coming from the rear of the vehicle.
- After notification of a single customer complaint on June 10, 2016, FCA Italy began a review of production which determined vehicles were being produced with a single fastener per side. A review of the design indicated that three fasteners per side were required for XER and XFJ option codes).
- On June 23, 2016, manufacturing clean point MAP implemented a manufacturing corrective action to revise process sheets and resume production with the proper three fasteners per side.
- On June 25, 2016, the warranty build date clean point was determined.
- On July 7, 2016, technical discussion with the FCA US LLC international team, Quality, and FCA Italy to assess potential consequence of one fastener per side versus three per side. Data discussed indicated that these missing fasteners may result in a loose tow bar to body joint attachment and may result in audible noise and, if ignored, may lead to partial or complete separation of the tow bar from the vehicle.
- The root cause for the missing fasteners was established as plant error of incorrect manufacturing process sheets.
- On July 11, 2016, FCA Italy determined to conduct a Voluntary Safety Recall on all affected vehicles to install the two missing fasteners per side on the tow bar assembly.
- The suspect period was established as August 25, 2014, start of production (“SOP”) for the 2015 MY BU to June 25, 2016, when the warranty build date clean point was established.
- As of July 15, 2016, FCA US identified approximately zero CAIRs, VOQs or field reports related to this issue.
- As of July 15, 2016, total warranty is one.
- As of July 15, 2016, FCA US is unaware of any accidents or injuries potentially related to this issue.
- As of July 15, 2016, FCA US is unaware of any legal claims related to this issue.
- On July 15, 2016 FCA Italy confirmed, through read across, that the BU vehicles built for the Brazilian market were built correctly since SOP and the BU vehicles built for the Asia Pacific market have a unique design for the tow bar assembly.