

FCA US LLC Chronology
Rear Tow Hook Bracket Not Secure
Submitted on September 22, 2016

- On August 8, 2016, the Tow Hook attachment station’s Plant Floor Communication System (“PFCS”) virtual routing channel (“AP”) routing for the Direct Current (“DC”) and secure tool stopped reporting to Performance Feedback System (“PFS”).
- On August 16, 2016, Jefferson North Assembly Plant (“JNAP”) identified loose Tow Hook Brackets in the Customer Focus Audit on VINs HC622255 and HC622256.
- On August 16, 2016, JNAP initiated a yard purge to detect any conditions beyond the assembly plant, and initiated a request for a Product Related Issues (“PRI”) meeting.
- The suspect period was established as August 8, 2016, when the tool stopped communicating with PFS to August 16, 2016, when the PFS was rebooted to reset the communication to the tool at JNAP.
- Root Cause was determined to be the DC tool’s PFCS AP configuration did not match the other tooling channels in station after the Quality Assurance System 4 upgrade on chassis line 3 causing a torque data to VIN mismatch in the PFS resulting in units equipped with the Tow Hook low option content (12%) to fail the station check. Additionally, the manual repair and buy-off process was not followed, allowing vehicles with uncertified fasteners to ship from JNAP.
- On August 31, 2016, the FCA US Vehicle Safety and Regulatory Compliance organization began an investigation as a result of the PRI meeting on the WK rear Tow Hook Bracket not being secured.
- As of September 13, 2016, FCA US LLC (“FCA US”) identified zero CAIRs, VOQs, or field reports related to this issue.
- As of September 13, 2016, total warranty for the Tow Hook assembly and fastener is zero at 0 c/1000.
- As of September 13, 2016, FCA US LLC is not aware of any accidents or injuries potentially related to this issue.
- On September 15, 2016, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

Reviewer	Initials	Reviewer	Initials
<input type="checkbox"/> Team Lead (Jonik, Marck, Cowser, Hendler, Plante)		<input type="checkbox"/> MGR Product Investigations (David Smith)	
<input type="checkbox"/> Manager (Jen Shute, Cheryl Fry)		<input checked="" type="checkbox"/> OGC (Alan DeGraw)	ALD
<input type="checkbox"/> Technical Writer (Gabrielle Elser)		<input checked="" type="checkbox"/> Head Vehicle Safety & Product Analysis (Thomas McCarthy)	TFM