

Part 573 Safety Recall Report

17V-482

Manufacturer Name : Vantage Mobility International, LLC

Submission Date : MAY 01, 2018

NHTSA Recall No. : 17V-482

Manufacturer Recall No. : PAC20170728



Manufacturer Information :

Manufacturer Name : Vantage Mobility International, LLC

Address : 5202 S. 28th Place

Phoenix AZ 85040

Company phone : 602-304-3265

Population :

Number of potentially involved : 524

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2017 Chrysler Pacifica

Vehicle Type : LIGHT VEHICLES

Body Style : VAN

Power Train : GAS

Descriptive Information : Recall population was determined by tallying up all Pacifica's that have been built and shipped by VMI. The recall products are fielded units. All affected units in inventory at the factory have been quarantined and shipping was stopped as of 7/25. The recalled products differ from all other product in design. This design is unique to the Pacifica

Production Dates : JUL 29, 2016 - JUL 25, 2017

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The left and right side rear pinion bracket assemblies crack

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : This may lead to loss of control as the wheel will remain attached to the vehicle but will no longer be centered on the axle. It will move back in the wheel well opening and will be prone to wobble

Description of the Cause : the rear pinion brackets fatigue due to excessive load

Identification of Any Warning that can Occur : slight vibration emanating from one or both of the rear wheels and or poor handling

Supplier Identification :

Component Manufacturer

Name : Vantage Mobility International
Address : 5202 S 28th Place
Phoenix ARIZONA 85040
Country : United States

Chronology :

We received one complaint from one of our dealers on 7/19/2018 that a customer had experienced their van handling poorly. The owner had it towed to their local VMI dealer where the dealer noticed a visible displacement of the rear wheel. Upon inspecting the van on a lift, the technician found the failed bracket. A warranty claim was initiated (claim 160412) to replace both brackets after further inspection showed the other side was beginning to show signs of fatigue through cracking. The next day on 7/20, another dealer called with a similar experience and outcome. The customer complained of erratic handling and had it towed to the local dealership. Inspection at the dealership uncovered the same bracket failing. A claim for replacement brackets were issued and replacement brackets were supplied under claim 160468. After this second complaint, on 7/21/2018 VMI decided halt all shipments of their VMI Pacificas from the factory until a root cause and remedy could be determined.

Description of Remedy :

Description of Remedy Program :	VMI will be replacing all pinion brackets with a newly designed bracket that has been tested and proven in multiple simulations.
How Remedy Component Differs from Recalled Component :	The recalled part numbers are WA5247 and WA5249. These will be replaced by part numbers WA5322 and WA5323 respectively. The replacement parts differ from the defective parts in that they have reinforcing rod welded around the outside and inside edges. The replacement parts also have a much wider reinforcing lip with smoother radiuses.
Identify How/When Recall Condition was Corrected in Production :	All production units are being quarantined pending identification and implementation of the solution. Upon identification of the solution new parts/process will be implemented and a date of compliance will be recorded.

Recall Schedule :

Description of Recall Schedule :	Dealer notification will begin within 5 days of acceptance of this filing. If a remedy has not been identified by that time we will issue an interim notice and follow up with a standard recall upon a confirmed solution and parts availability. Owner notification will begin no later than 30 days from date of acceptance and will include an interim notice if necessary.
Planned Dealer Notification Date :	AUG 07, 2017 - OCT 02, 2017

Planned Owner Notification Date : AUG 14, 2017 - OCT 02, 2017

* NR - Not Reported