

Part 573 Safety Recall Report

17V-740

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** NOV 21, 2017**NHTSA Recall No. :** 17V-740**Manufacturer Recall No. :** T70**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 : 25,823

Estimated percentage with defect : 10 %

Vehicle Information :

Vehicle 1 : 2017-2018 Jeep Compass

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Certain 2017-2018 MY Jeep Compass vehicles built with an Instrument Panel Cluster ("IPC") containing a photo sensor calibration, which may prevent detection of day-to-night lighting transitions. The vehicle population was determined using release documentation which described applicable models, model years, body styles, markets, sales code configurations and implementation timing for the affected IPC part numbers. Part traceability was utilized to narrow the scope based on various running changes. Similar vehicles not included in the scope of this recall are equipped with an IPC containing a photo sensor calibration, which allows for detection of day-to-night lighting transitions.

Production Dates : JUL 29, 2017 - SEP 11, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : US Federal Motor Vehicle Safety Standard ("FMVSS") 571.101, requires adjustable backlighting of IPCs with at least two levels of brightness. The IPCs on certain 2017-2018 MY Jeep Compass vehicles may not provide two levels of brightness, and may not transition the backlighting for the IPC, radio, Integrated Center Stack ("ICS") or USB-port from day-mode to night-mode. Additionally, the dimmer switch will be prevented from providing varying levels of brightness and the customer will not have the ability to override it. This failure results in a noncompliance with US Federal Motor Vehicle Safety Standard ("FMVSS") 571.101.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : The dimmer switch will be unable to provide lower levels of brightness, which may reduce driver visibility at night and lead to a crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Magneti Marelli Automotive

Address : 3900 Automation Ave
Auburn Hills MICHIGAN 48326

Country : United States

Chronology :

- On October 12, 2017, FCA US was informally requested by the National Highway Traffic Safety Administration (“NHTSA”) Safety Compliance Office to investigate a Vehicle Owner Questionnaire (“VOQ”) for a complaint that a 2018 MY Jeep Compass vehicle’s IPC was not capable of being dimmed.
- On October 17, 2017, the FCA US Vehicle Safety and Regulatory Compliance (“VSRC”) organization opened an investigation after reviewing all complaints in VOQs and Customer Assistance Inquiry Records (“CAIRs”) and discovering two FCA US engineering changes to the IPC photo sensor calibration values affecting transitions from day-mode to night-mode.
- From October 17, 2017, to November 7, 2017, FCA US and the Supplier reviewed IPC photo sensor performance with field data and change documentation to determine the scope of potentially affected vehicles.
- From October 25, 2017, to October 30, 2017, the FCA US VSRC investigator requested IPC part numbers for each VIN from all potentially affected plants to confirm complaints were within a single software release and identifiable scope.
- On October 30, 2017, the Supplier provided a comprehensive analysis of the photo sensor tolerance and the calibration performance.
- On October 31, 2017, FCA US and the Supplier reviewed a sample IPC field return.
- On November 17, 2017, 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 to determine the IPC part number and flash IPC with an updated calibration file if 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 : Part Name: Instrument Panel Cluster
Part Description: Instrument Panel Cluster
Part Number: 5UT87TRMAI, 5UT89TRMAI
Comment: The photo sensor calibration was changed for the day-to-night transition to accommodate normal variation in cluster light sensing.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : ** 11/21/2017: FCA US will notify dealers and begin notifying owners on or about 01/10/2018.

Planned Dealer Notification Date : JAN 10, 2018 - JAN 10, 2018

Planned Owner Notification Date : JAN 10, 2018 - JAN 10, 2018

* NR - Not Reported