

# Part 573 Safety Recall Report

# 18V-486

**Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** AUG 14, 2018**NHTSA Recall No. :** 18V-486**Manufacturer Recall No. :** U74**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 : 1,149,238

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2015-2017 RAM 1500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** Some 2015-2017 MY Ram 1500 pickup trucks equipped with a power locking tailgate and a 5 foot 7 inch or 6 foot 4 inch truck bed may have a power lock actuator control assembly susceptible to failure.

The vehicle population was determined based on field data to include all pickup trucks equipped with a power locking tailgate and a 5 foot 7 inch or 6 foot 4 inch truck bed from the beginning of 2015 MY production (October 8, 2014 at Warren Truck Assembly Plant ("WTAP"); July 31, 2014 at Saltillo Truck Assembly Plant ("STAP")) through the end of 2017 MY production (December 15, 2017 at WTAP; July 31, 2017 at STAP).

Similar 2015-2017 MY Ram 1500 pickup trucks not included in this recall do not have a power locking tailgate or are equipped with an 8 foot truck bed.

Production Dates : JUL 31, 2014 - DEC 15, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2015-2017 Ram 3500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** Some 2015-2017 MY Ram 3500 pickup trucks equipped with a power locking tailgate and a 6 foot 4 inch truck bed may have a power lock actuator control assembly susceptible to failure.

The vehicle population was determined based on field data to include all pickup trucks equipped with a power locking tailgate and a 6 foot 4 inch truck bed from the beginning of 2015 MY production (May 30, 2014) at STAP through the end of 2017 MY production (August 2, 2017).

Similar 2015-2017 MY Ram 3500 pickup trucks not included in this recall do not have a power locking tailgate or are equipped with an 8 foot truck bed.

Production Dates : MAY 30, 2014 - AUG 02, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2015-2017 Ram 2500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Some 2015-2017 MY Ram 2500 pickup trucks equipped with a power locking tailgate and a 6 foot 4 inch truck bed may have a power lock actuator control assembly susceptible to failure.

The vehicle population was determined based on field data to include all pickup trucks equipped with a power locking tailgate and a 6 foot 4 inch truck bed from the beginning of 2015 MY production (August 25, 2014) at STAP through the end of 2017 MY production (August 2, 2017).

Similar 2015-2017 MY Ram 2500 pickup trucks not included in this recall do not have a power locking tailgate or are equipped with an 8 foot truck bed.

Production Dates : AUG 25, 2014 - AUG 02, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : The tailgate actuator limiter tab within the power lock actuator control assembly may fracture allowing the lock rod control bracket to over-travel which may pull the lock rods and release the latches, potentially resulting in the tailgate inadvertently falling open at any time.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An unintended opening of the tailgate while driving may result in a loss of unrestrained cargo from the truck bed while driving. Lost cargo may create a road hazard to operators and occupants of other vehicles, and can cause such vehicles to crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

## Supplier Identification :

### Component Manufacturer

Name : ADAC Plastic Inc  
Address : 6138 Riverside Dr  
Saranac MICHIGAN 48881-8778  
Country : United States

## Chronology :

- On May 8, 2018, the FCA US LLC (“FCA US”) Vehicle Safety and Regulatory Compliance (“VSRC”) organization opened an investigation as a result of customer complaints related to the tailgate inadvertently falling open while driving or stationary.
- On May 10, 2018, the FCA US VSRC met with FCA US Body Engineering to review the issue and understand the tailgate latch control system design and function.
- In May and June 2018, the FCA US VSRC analyzed all known incidents in the field for additional data to understand the customer consequence, potential root cause, scope of vehicles affected, and any relevant change history.
- In June 2018, the FCA US VSRC analyzed and verified additional vehicle build and repair data.
- In July 2018, the FCA US VSRC and Body Engineering evaluated vehicles and performed additional data analysis.
- As of July 13, 2018, FCA US identified approximately 163 CAIR, 31 VOQs, and one field report potentially related to this issue in the recall population.
- As of July 13, 2018, FCA US identified 5,643 warranty claims and repair orders potentially related to this issue in the recall population.
- As of July 13, 2018, FCA US is unaware of any accidents or injuries potentially related to this issue.
- On July 19, 2018, 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 on all affected vehicles. The remedy for this item will limit the locking actuator travel and not allow the pivot arm from overtraveling and pulling on the locking/unlocking rods. 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 Part Name: CONTROL ASSY - TAILGATE HANDLE LOCKING  
Part Description: Tailgate Automatic Locking Control Assembly

from Recalled Component : Part Number: 68093354AC

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

**Recall Schedule :**

Description of Recall Schedule : \*\*07/26/2018: FCA US will notify dealers and begin notifying owners on or about 09/14/2018.

Planned Dealer Notification Date : SEP 14, 2018 - SEP 14, 2018

Planned Owner Notification Date : SEP 14, 2018 - SEP 14, 2018

\* NR - Not Reported