

Part 573 Safety Recall Report

18V-739

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** OCT 19, 2018**NHTSA Recall No. :** 18V-739**Manufacturer Recall No. :** UA9**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 : 86,053

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Jeep Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2019 model year Jeep Cherokee vehicles equipped with 2.4L 4-cylinder engines built from start of production of the 2019MY through October 15, 2018, may experience a stall while decelerating.

The vehicle population was defined by a transmission calibration concern that was new and unique to the 2019MY Cherokee 2.4L 4-cylinder engine. The calibration did not properly coordinate various aspects of transmission operation during deceleration, leading to the risk for a stall. On October 16, 2018, a transmission calibration change was implemented in production to fully address the concern.

Similar vehicles built on and after October 16, 2018 were programmed with an updated transmission calibration, and are not included in this recall.

Production Dates : OCT 01, 2017 - OCT 15, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The transmission calibration did not properly coordinate various aspects of transmission operation during deceleration, leading to the risk for a stall.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An engine stall while driving can cause a vehicle crash without prior warning.**Description of the Cause :** NR

Identification of Any Warning NR
that can Occur :

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

- On September 18, 2018, the FCA US LLC (“FCA US”) Vehicle Safety and Regulatory Compliance (“VSRC”) organization opened a preliminary safety investigation to examine complaints of stalling in the subject population.
- During the safety investigation, a Global Issue Management (“GIM”) record was found that had been opened on August 13, 2018.
- While researching that GIM, the FCA US Quality team had found a stalling event captured by an in-vehicle data recorder on August 3, 2018. Using the available customer complaint data and the in-vehicle data, the powertrain calibration team was able to identify the operating scenario associated with a majority of the stalling complaints, identify a root cause and propose a solution.
- Between September 18, 2018 and September 20, 2018, FCA US VSRC confirmed the results of the FCA US Quality team’s GIM investigation.
- As of October 12, 2018, FCA US identified approximately 86 CAIRs, 24 VOQs and 46 field reports potentially related to this issue and 118 other responsive records.
- As of October 12, 2018, total warranty is 301 at 6 c/1000 in the suspect population.
- As of October 12, 2018, FCA US is unaware of any accidents or injuries potentially related to this issue.
- On October 12, 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 to reflash the transmission controller with a new calibration.

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: Transmission calibration file
Part Description: Transmission calibration file
Comment: The revised calibration will modify the transmission shift operation and the torque converter unlock timing during deceleration.

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

Recall Schedule :

Description of Recall Schedule : **10/19/2018: FCA US will notify dealers and begin notifying owners on or about 12/8/2018.

Planned Dealer Notification Date : DEC 08, 2018 - DEC 08, 2018

Planned Owner Notification Date : DEC 08, 2018 - DEC 08, 2018

* NR - Not Reported