

FCA US LLC Chronology
Mopar Gooseneck Ball Kits
Submitted on May 1, 2018

- On September 29, 2017, the FCA US LLC (“FCA US”) Vehicle Safety and Regulatory Compliance (“VSRC”) organization opened an investigation as a result of two recent litigation matters alleging that the gooseneck ball detached from the truck mounting hardware while driving.
- On September 29, 2017, the FCA US VSRC performed an initial search for incidents in the field and found three additional customer complaints related to this issue.
- In October 2017, FCA US Mopar Engineering performed an evaluation of parts returned from the field to understand root cause and discovered that the pin, which holds the plunger in place to lock the retention balls in position, could fall out of the gooseneck ball while operating the shuttle and prevent the retention balls from fully engaging. Further evaluation indicated the retention balls could be held out of position if not fully engaged in the groove of the mounting hardware and the shuttle may not return to the locked position. When this occurs, the operator can move the shuttle to the locked position indicating the gooseneck ball is locked in place when it is not.
- In November and December 2017, the FCA US VSRC met with FCA US Mopar Engineering to understand the gooseneck ball design and function along with the truck mounting hardware, and discuss the effect of dirt and debris on the ball mounting surface and potential issues with the retention hardware.
- In January 2018, the FCA US VSRC analyzed all known incidents in the field for additional data to gain an understanding of the potential customer consequence.
- In February and March 2018, the FCA US VSRC reviewed the investigation with FCA US Mopar Engineering and the supplier to confirm root cause and customer consequence.
- In April 2018, FCA US Mopar Engineering requested the supplier to perform a tolerance stack-up study and provide capability data for the gooseneck ball components.
- As of April 23, 2018, FCA US identified approximately 11 CAIRs, 0 VOQs, 63 warranty claims and 2 field reports and is not aware of any accidents or injuries potentially related to this issue.
- On April 25, 2018, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected parts.