

# Part 573 Safety Recall Report

# 19E-077

**Manufacturer Name :** Chrysler (FCA US LLC)

**Submission Date :** NOV 14, 2019

**NHTSA Recall No. :** 19E-077

**Manufacturer Recall No. :** VB9



## 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 :** 15

**Estimated percentage with defect :** 100 %

## Equipment Information :

**Brand / Trade 1 :** Mopar

**Model :** Gear Assy - Steering Rack & Pinion Electric

**Part No. :** 68419897AB

**Size :** NR

**Function :** EPS Gear Assy

**Descriptive Information :** Some Ram 1500 electric power steering ("EPS") gears may have been built with a contaminated circuit card assembly that may short circuit, potentially resulting in an intermittent loss of power steering assist.

Supplier production records were used to identify the EPS gears potentially built with contaminated circuit card assemblies. The scope was determined by the number of parts shipped from the supplier to Mopar parts depots during the suspect period.

Similar EPS gears not included in the recall were manufactured with a circuit card assembly that is not contaminated.

**Production Dates :** AUG 22, 2019 - SEP 17, 2019

## Description of Defect :

**Description of the Defect :** A short in the control circuit components may result in an intermittent loss of power steering assist which may cause an inconsistent steering effort, especially during lower speed maneuvers.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** An inconsistent steering effort, especially during lower speed maneuvers, can cause vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

## Supplier Identification :

### Component Manufacturer

Name : Nexteer Automotive Corporation

Address : Santa Rosa De Viterbo No 12 Lot 41  
42 Queretaro FOREIGN STATES 76246

Country : Mexico

## Chronology :

- On October 18, 2019, FCA US LLC ("FCA US") Current Quality notified the FCA US Vehicle Safety and Regulatory Compliance ("VSRC") organization of September 2019 warranty claims of vehicles experiencing intermittent loss of power steering assist related to the EPS gear.
- On October 30, 2019, the FCA US VSRC organization opened an investigation as a result of a vehicle evaluation with a suspect EPS gear which exhibited the intermittent loss of power steering assist condition.
- Between October 18, 2019, and October 30, 2019, FCA US VSRC, FCA US Engineering, and the supplier, met to review the issue, the potential safety consequence, and understand the suspected scope of EPS gears affected.
- As of November 5, 2019, FCA US has identified zero CAIRs and five field reports related to this issue.
- As of November 5, 2019, FCA US total warranty is 39 at 202 c/1000 for this issue.
- As of November 5, 2019, FCA US is not aware of any accidents or injuries potentially related to this issue.
- On November 7, 2019, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected EPS gears.

## Description of Remedy :

Description of Remedy Program : FCA US will conduct a Voluntary Safety Recall to replace the contaminated EPS gear assembly with an EPS gear assembly that is not contaminated.

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: Electric Power Steering Gear

Part Description: Gear Assy - Steering Rack & Pinion Electric

Part Number: 68419897AB

Part Comment: N/A

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

### Recall Schedule :

Description of Recall Schedule : \*\*11/14/2019: FCA US will notify dealers and begin notifying owners on or about 01/03/2020.

Planned Dealer Notification Date : JAN 03, 2020 - JAN 03, 2020

Planned Owner Notification Date : JAN 03, 2020 - JAN 03, 2020

### Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

\* NR - Not Reported