

# Part 573 Safety Recall Report

# 19V-020

**Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** JAN 24, 2019**NHTSA Recall No. :** 19V-020**Manufacturer Recall No. :** V04**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 : 159,740

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Ram 1500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** Some 2019 MY RAM 1500 ("DT") vehicles may experience a loose 12-volt battery ground fastener at the ground joint on the driver's side front fender.

The suspect period began at Sterling Heights Assembly Plant ("SHAP") on October 31, 2017, at the start of production of the 2019 RAM 1500, and ended on October 25, 2018, when SHAP updated the tool torque specification for the driver's side front fender ground fastener to the correct torque specification. The plant provided the vehicle identification number ("VIN") for the last suspect vehicle.

Similar vehicles built on or after October 25, 2018, had the correct torque applied to the ground fastener and are not included in this recall.

Production Dates : OCT 31, 2017 - OCT 25, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** A loose 12-volt battery ground fastener may cause an intermittent battery ground connection which can result in an intermittent loss of power steering assist with inconsistent steering effort required by the driver.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Inconsistent steering effort may contribute to oversteer and understeer conditions which can cause a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning  
that can Occur : NR

## 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") Predictive Analytics group received a field service report from a Technical Advisor regarding 2019 DT with an intermittent loss of power steering caused by a loose ground fastener.
- During October 2018, FCA US VSRC Product Investigations searched field data, warranty, and assembly plant processes, and opened an investigation on November 1, 2018.
- During November and December 2018, FCA US VSRC, FCA US Engineering, and FCA US Manufacturing investigated potential customer consequence and root cause, as well as conducted lab testing. Such testing confirmed that this loose fastener may cause system voltage diagnostic trouble codes ("DTC") to set in the Electric Power Steering ("EPS") module. As a result of these DTCs, the EPS may shut down, causing an intermittent loss of power steering assist.
- As of January 11, 2019 FCA US identified approximately 11 CAIRs, 4 VOQs and 9 field reports related to this issue.
- As of January 11, 2019, total warranty is 89 at 0.48c/1000.
- As of January 11, 2019, FCA US is unaware of any accidents or injuries potentially related to this issue.
- On January 17, 2019, 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 remove the suspect ground fastener, inspect and clean the ground stud and cables as needed, and torque the ground fastener between 18 and 22Nm while ensuring both cables are properly secured.

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 : Comment: This recall is not related to a part defect but rather involves an incorrect torque specification.

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

## Recall Schedule :

Description of Recall Schedule : \*\* 01/24/2019: FCA US will notify dealers and begin notifying owners on or about March 15, 2019.

Planned Dealer Notification Date : MAR 15, 2019 - MAR 15, 2019

Planned Owner Notification Date : MAR 15, 2019 - MAR 15, 2019

\* NR - Not Reported