

Part 573 Safety Recall Report

19V-143

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** FEB 28, 2019**NHTSA Recall No. :** 19V-143**Manufacturer Recall No. :** V15**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 : 47,771

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2018 MY Chrysler Pacifica vehicles may experience a separation of the right front lower control arm ball joint stud from the steering knuckle.

The suspect period began at Windsor Assembly Plant with vehicles built on November 1, 2017, which experienced an increase in warranty claims for buzz, squeak, and rattle relating to the suspect joint. The suspect period ended with vehicles built on February 28, 2018, after which the warranty claims declined. Warranty claim records were used to identify the suspect period.

Similar vehicles not included in the recall were manufactured before or after the suspect period.

Production Dates : NOV 01, 2017 - FEB 28, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :****Description of the Defect :** A combination of loss of clamp load and inadequate joint engagement could result in a separation of the right front lower control arm from the steering knuckle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the right lower control arm separates from the steering knuckle, the driver may experience a loss of directional control. A loss of directional control can cause vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning NR
that can Occur :

Supplier Identification :

Component Manufacturer

Name : AUTOMOTIVE CORPORATION

Address : 3150 DOVE ST
PORT HURON MICHIGAN 48060

Country : United States

Chronology :

- On November 20, 2018, the FCA US LLC (“FCA US”) Vehicle Safety and Regulatory Compliance (“VSRC”) organization opened an investigation as a result of a field report of a vehicle which exhibited a separated right front lower control arm ball joint from the steering knuckle.
- Between November 4, 2018, and November 17, 2018, FCA US Chassis Engineering completed dimensional component testing.
- Between November 19, 2018, and January 14, 2019, FCA US Chassis Engineering completed system level testing to confirm failure mode and scope of the issue.
- Between November 20, 2018, and February 15, 2019, meetings were conducted between FCA US VSRC and FCA US Chassis Engineering to review the issue and understand the customer consequence, potential root cause, scope of vehicles affected, potential corrective actions being investigated and component and system test results.
- As of February 18, 2019, FCA US identified approximately five CAIRs, zero VOQs, and one field report related to this issue.
- As of February 18, 2019, total warranty is 0.10 c/1000.
- As of February 18, 2019, FCA US is not aware of any accidents or injuries potentially related to this issue.
- On February 21, 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 inspect the right front knuckle and lower control arm for damage and replace as needed, and to replace the right front lower control arm knuckle pinch bolt with a larger-diameter pinch bolt.

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: Knuckle, Suspension
Part Description: Right Suspension Knuckle
Part Number: 68189018AC

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

Recall Schedule :

Description of Recall Schedule : ** 2/28/2019: FCA US will notify dealers and begin notifying owners on or about 4/19/2019.

Planned Dealer Notification Date : APR 19, 2019 - APR 19, 2019

Planned Owner Notification Date : APR 19, 2019 - APR 19, 2019

* NR - Not Reported