

Part 573 Safety Recall Report

19V-248

Manufacturer Name : Chrysler (FCA US LLC)

Submission Date : MAR 28, 2019

NHTSA Recall No. : 19V-248

Manufacturer Recall No. : V31



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 : 253

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2019-2019 Jeep Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2019 Jeep Cherokee vehicles may have a front passenger seat mounting fastener(s) not tightened to the specified torque.

Vehicle assembly plant records were used to determine vehicles in which the passenger seat mounting fastener may not have been tightened to specified torque. The records indicate that some 2019 MY Jeep Cherokee vehicles built at Belvidere Assembly Plant ("BAP") during the first shift of November 26, 2018 may potentially be affected.

Vehicles not included in the recall were not manufactured during the first shift on November 26, 2018, or were inspected prior to being released from BAP, and have front passenger seat mounting fasteners that are tightened to the specified torque.

Production Dates : NOV 26, 2018 - NOV 26, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : A passenger front seat fastener may not be fully tightened to the specified torque.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the fastener is not tightened to the specified torque, it could increase the risk of passenger injury in an accident.

Description of the Cause : NR

Identification of Any Warning that can Occur : A user may notice a loose or rattling passenger seat

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

- On January 22, 2019, the FCA US Vehicle Safety and Regulatory Compliance ("VSRC") organization became aware of three vehicles from the first shift of November 26, 2018, with front seat passenger seat mounting bolt torques below specification, and opened an investigation.
- On January 29, 2019, FCA US conducted additional testing that indicated that vehicles built with front passenger seats that were not fully fastened down may not reliably be detected when test driven.
- During February 2019, upon reviewing and analyzing BAP records, the VSRC found that torque traceability records from BAP first shift of November 26, 2018 were compromised. The VSRC concluded that three elements combined to compromise the torque traceability: 1) an untrained operator; 2) improper tool tethering that allowed the operator to work out of the station; and 3) a fastener tool with limited torque traceability.
- As of March 21, 2019, FCA US identified zero CAIRs, zero VOQs, and zero Field Reports related to the issue.
- As of March 21, 2019, FCA US total warranty is 0 at 0c/1000.
- As of March 21, 2019, FCA US is not aware of any incidents or injuries potentially related to the issue.
- On March 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 on all affected vehicles to inspect, and repair if needed, front passenger seat mounting fasteners for correct torque.

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 is not a parts related defect.

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

Recall Schedule :

Description of Recall Schedule : **3/28/2019: FCA US will notify dealers and begin notifying owners on or about May 17, 2019.

Planned Dealer Notification Date : MAY 17, 2019 - MAY 17, 2019

Planned Owner Notification Date : MAY 17, 2019 - MAY 17, 2019

* NR - Not Reported