

Part 573 Safety Recall Report

19V-348

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** MAY 09, 2019**NHTSA Recall No. :** 19V-348**Manufacturer Recall No. :** V53**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 : 198,731

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2017-2019 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2017-2019 MY Chrysler Pacifica vehicles built with engine stop start systems may experience an intermittent loss of power steering assist and/or a loss of motive power due to a loose battery ground.

The suspect period began at Windsor Assembly Plant ("WAP") on October 11, 2016, at the start of production of the Chrysler Pacifica, and ended on November 20, 2018, when WAP started building with wire harnesses built to specification. Vehicle assembly plant records were used to identify the suspect population.

Similar vehicles not included in this recall were built on or after November 20, 2018, using wire harnesses that were produced using an improved production process.

Production Dates : OCT 11, 2016 - NOV 20, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Sealer used during the wire harness manufacturing process may accumulate on the wire harness tab which may cause a loss of clamp load in the battery ground joint over time. A loose battery ground joint may cause an intermittent battery ground connection possibly resulting in an intermittent loss of power steering assist with inconsistent driver steering effort and/or a loss of motive power.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An intermittent loss of power steering assist may result in an inconsistent driver steering effort, especially during lower speed maneuvers. A loss of motive power could also occur. Either of these conditions 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 : Tianhai Electric North America

Address : 70 E. Silverdome Industrial Park
Pontiac MICHIGAN 48342

Country : United States

Chronology :

- On January 23, 2019, the FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC") office received information regarding 14 vehicles from a field study that indicated loose ground connections may potentially affect power steering.
- In February and March 2019, FCA US VSRC Product Investigations searched field and warranty data, and opened an investigation.
- During April 2019, FCA US VSRC, FCA US Engineering and WAP Manufacturing determined that sealer from the wire harness manufacturing process had accumulated on the wire harness tab which may cause a loss of clamp load in the ground joint over time, resulting in the possibility of an intermittent connection.
- As of April 26, 2019, FCA US identified approximately 25 CAIRs, 19 VOQs and 33 field reports related to this issue.
- As of April 26, 2019, total warranty is 148 at 0.71 c/1000.
- As of April 26, 2019, FCA US is unaware of any accidents or injuries potentially related to this issue.
- On May 2, 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 disassemble and inspect the suspect ground surfaces, clean the contact surfaces as needed, and reassemble the ground joint to the specified 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 : Part Name: N/A

Part Description: N/A

Part Number: N/A

Part Comment: No parts will be replaced.

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

Recall Schedule :

Description of Recall Schedule : **05/09/2019: FCA US will notify dealers and begin notifying owners on or about 06/28/2019.

Planned Dealer Notification Date : JUN 28, 2019 - JUN 28, 2019

Planned Owner Notification Date : JUN 28, 2019 - JUN 28, 2019

* NR - Not Reported