

Part 573 Safety Recall Report

19V-551

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** JUL 25, 2019**NHTSA Recall No. :** 19V-551**Manufacturer Recall No. :** V84**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 : 21,915

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2019 Alfa Stelvio

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2018-2019 MY Alfa Romeo Stelvio vehicles built from November 16, 2017 through May 30, 2019, may indicate an incorrect fuel level (higher) on the cluster when the vehicle is parked on a slope of at least 10 degrees. Plant production records were used to identify the recall population, and includes all vehicles produced with a specific version of Body Control Module ("BCM") software. Similar Alfa Romeo Stelvio vehicles not affected by this recall were built with a different BCM software which provides for accurate fuel level indication.

The total affected vehicles for this model is 10,767.

Production Dates : NOV 16, 2017 - MAY 30, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2018-2019 Alfa Giulia

Vehicle Type :

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Some 2018-2019 MY Alfa Romeo Giulia vehicles built from April 5, 2018 through May 29, 2019, may indicate an incorrect fuel level (higher) on the cluster when the vehicle is parked on a slope of at least 10 degrees. Plant production records were used to identify the recall population, and includes all vehicles produced with a specific version of Body Control Module ("BCM") software. Similar Alfa Romeo Giulia vehicles not affected by this recall were built with a different BCM software which provides for accurate fuel level indication.

The total affected vehicles for this model is 11,148.

Production Dates : APR 05, 2018 - MAY 29, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : The suspect vehicles built with the suspect BCM software may indicate an incorrect fuel level (higher) on the cluster in specific conditions, which may cause the customer to run out of fuel even though the indicator shows that there is still fuel in the vehicle. The specific conditions include being parked on a grade of more than 10 degrees, staying in that position for a long enough period of time (approx. 30 minutes), and having a tank filled between 50-75%. At this point, the vehicle will think it went through a refuel and add a notch or two to the fuel gauge upon restart. This additional fuel reading will persist until an actual refuel takes place; after which, the fuel reading will be accurate once again.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Inaccurate fuel indication may increase the risk of an engine stall due to fuel starvation, and 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 : NR

Address : NR

NR

Country : NR

Chronology :

- On June 3, 2019, the Alfa Romeo Vehicle Safety and Regulatory Compliance ("VSRC") group received information from the Italian market, showing an increase in stall complaints for Giulia and Stelvio vehicles.
- On June 5, 2019, Alfa Romeo VSRC opened an official Investigation to understand the increase in stall complaints.
- Between June 8 and June 10, 2019, Alfa Romeo analyzed the reported data and had Customer Care contact customers to better understand the situation associated to each customer complaint.
- On June 12, 2019, Alfa Romeo's product development team discovered a potential software issue in the fuel level strategy that results in an inaccurate fuel level indication which may increase the risk of an engine stall.
- Between June 17, 2019, and July 5, 2019 engineering conducted various testing activities to investigate and confirm the impact of the unique conditions (parking on a grade, duration in which position is held, and level of fuel in the tank during this period) on the software logic.
- As of July 19, 2019, FCA US identified approximately 14 CAIRs, 1 VOQ and 0 field reports related to this issue.

- As of July 19, 2019, total warranty is 1 at .045C/1000
- As of July 19, 2019 FCA US is unaware of any accidents or injuries potentially related to this issue.
- On July 19, 2019 Alfa Romeo 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 update the BCM software to prevent the incorrect indication of the fuel level.

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: Flash

Part Description: Flash

Part Number: Flash

Part Comment: Flash

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

Recall Schedule :

Description of Recall Schedule : **07/25/2019: FCA US will notify dealers and begin notifying owners on or about 09/13/2019.

Planned Dealer Notification Date : SEP 13, 2019 - SEP 13, 2019

Planned Owner Notification Date : SEP 13, 2019 - SEP 13, 2019

* NR - Not Reported