

# Part 573 Safety Recall Report

# 19V-556

**Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** NOV 26, 2019**NHTSA Recall No. :** 19V-556**Manufacturer Recall No. :** V83**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 : 237

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Ram 1500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** The instrument cluster of some 2019 MY RAM 1500 vehicles may, under certain circumstances, become non-operational, which may result in the lack of activation of warning chimes, messages, and gauges.

The suspect period was determined using plant production records. The suspect instrument clusters were assembled into vehicles from December 6, 2018 through April 8, 2019. Vehicles not included in the recall were not built with suspect instrument clusters.

Production Dates : DEC 06, 2018 - APR 08, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** Federal Motor Vehicle Safety Standard ("FMVSS") 101 S5.3 requires vehicles to "illuminate telltales and their identification sufficiently to make them visible to the driver under daylight and nighttime driving conditions." Under certain conditions, vehicles built with the affected instrument clusters may not illuminate the required telltales.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

**Description of the Safety Risk :** Failure to illuminate required telltales as appropriate may prevent the operator from receiving information regarding the status of vehicle systems, and can cause a vehicle crash without prior warning.

**Description of the Cause :** NR

Identification of Any Warning that can Occur : None

## Supplier Identification :

### Component Manufacturer

Name : Continental  
Address : 2400 Executive Hill Blvd  
Auburn Hills MICHIGAN 48329  
Country : United States

## Chronology :

- On January 25, 2019, FCA US LLC ("FCA US") Engineering notified the FCA US Vehicle Safety and Regulatory Compliance ("VSRC") organization of a non-operational condition relating to some instrument clusters on 2019 MY Dodge Charger, Dodge Challenger, and Chrysler 300 vehicles.
- On February 8, 2019, FCA US Engineering notified FCA US VSRC that the non-operational condition had been observed on test vehicles.
- On March 7, 2019, FCA US declared voluntary safety recall 19V-203.
- On April 12, 2019, FCA US learned that a small number of Ram 1500 clusters were manufactured with similar suspect software that was the subject of voluntary safety recall 19V-203, and were built into a small number of Product Evaluation Run vehicles.
- During May and June of 2019, FCA US VSRC investigated the suspect population and ultimately determined there is a single suspect vehicle in the United States.
- On July 18, 2019, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicle.

## Description of Remedy :

Description of Remedy Program : FCA US will conduct a Voluntary Safety Recall to replace the suspect instrument cluster with an instrument cluster with updated software or to flash the suspect instrument cluster with updated software.

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 Part Name: Cluster Assembly

from Recalled Component : Part Description: Speedo & Instrument

Part Number: 68402202AA

Part Comment: Remedy cluster has watchdog enabled software.

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

### Recall Schedule :

Description of Recall Schedule : \*\*11/26/2019: For the added population, FCA US will notify dealers and begin notifying owners on or about 01/15/2020.

\*\*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