

# Part 573 Safety Recall Report

# 19V-812

**Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** NOV 14, 2019**NHTSA Recall No. :** 19V-812**Manufacturer Recall No. :** VB8**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 : 193

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Ram 1500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** Some 2019 MY Ram 1500 vehicles may have been built with a contaminated electric power steering ("EPS") gear that may short circuit, potentially resulting in an intermittent loss of power steering assist.

The suspect period began on August 26, 2019, when contaminated EPS gears were introduced into vehicle production, through September 28, 2019, when the contaminated EPS gears were no longer used in vehicle production. Supplier and assembly plant production records were used to identify vehicles potentially built with contaminated EPS gears.

Similar Ram 1500 vehicles not included in the recall were manufactured with an EPS gear that is not contaminated.

Production Dates : AUG 26, 2019 - SEP 28, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** A short in the control circuit components may result in an intermittent loss of power steering assist which may cause an inconsistent steering effort, especially during lower speed maneuvers.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** An inconsistent steering effort, especially during lower speed maneuvers, can cause vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning None  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : Nexteer Automotive Corporation

Address : Santa Rosa De Viterbo No 12 Lot 41  
42 Queretaro FOREIGN STATES 76246

Country : Mexico

## Chronology :

- On October 18, 2019, FCA US LLC ("FCA US") Current Quality notified the FCA US Vehicle Safety and Regulatory Compliance ("VSRC") organization of September 2019 warranty claims of vehicles experiencing intermittent loss of power steering assist related to the EPS gear.
- On October 30, 2019, the FCA US VSRC organization opened an investigation as a result of a vehicle evaluation with a suspect EPS gear which exhibited the intermittent loss of power steering assist condition.
- Between October 18, 2019, and October 30, 2019, FCA US VSRC, FCA US Engineering, and the supplier, met to review the issue, the potential safety consequence, and understand the suspected scope of vehicles affected.
- As of November 5, 2019, FCA US has identified zero CAIRs and five field reports related to this issue.
- As of November 5, 2019, FCA US total warranty is 39 at 202 c/1000 for this issue.
- As of November 5, 2019, FCA US is not aware of any accidents or injuries potentially related to this issue.
- On November 7, 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 replace the contaminated EPS gear assembly on all affected vehicles with an EPS gear assembly that is not contaminated.

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: Electric Power Steering Gear / Electric Power Steering Gear

from Recalled Component :

Part Description: Gear Assy - Steering Rack & Pinion Electric / Gear Assy - Steering Rack & Pinion Electric

Part Number: 68419897AB / 68419892AB

Part Comment: N/A

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

### Recall Schedule :

Description of Recall Schedule : \*\*11/14/2019: FCA US will notify dealers and begin notifying owners on or about 01/03/2020.

Planned Dealer Notification Date : JAN 03, 2020 - JAN 03, 2020

Planned Owner Notification Date : JAN 03, 2020 - JAN 03, 2020

\* NR - Not Reported