

Part 573 Safety Recall Report

19V-817

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** NOV 15, 2019**NHTSA Recall No. :** 19V-817**Manufacturer Recall No. :** VB4**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 : 51,788

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2012-2013 Fiat 500

Vehicle Type :

Body Style : HATCHBACK

Power Train : NR

Descriptive Information : Some 2012-2013 MY Fiat 500 vehicles equipped with 6-speed automatic transmissions have transmission cable bushings that may deteriorate and allow the shift cable to detach from the transmission.

The suspect period began on December 02, 2010, when the 2012 Fiat 500 started production with shift cable bushings made of urethane, through January 30, 2013, when the change to a new shift cable bushing material was implemented. The affected vehicles were determined based on transmission sales code information and the suspect shift cable design change history.

Similar vehicles not included in the recall were assembled with shifter cables that use a different material for the transmission attachment bushing or with manual transmissions that do not use the suspect shifter cable assemblies.

Production Dates : DEC 02, 2010 - JAN 30, 2013

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The shifter cable bushing on the transmission end of the shifter cable could deteriorate and become detached from the transmission which could result in the inability of the driver to actually shift the transmission, even though the driver may move the shifter handle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the shifter cable becomes detached from the transmission, the vehicle may not perform the shifts intended by the driver. The true transmission gear position will be displayed on the instrument cluster and on the display next to the shifter. If these warnings are not heeded, unintended vehicle movement and vehicle crash can occur.

Description of the Cause : NR

Identification of Any Warning that can Occur : There will not be any prior warning of shifter cable detachment from the transmission. However, after cable detachment and prior to a driver attempting to exit a vehicle, the driver may notice significantly reduced effort required to move the shift lever and the gear position indicators in the vehicle will all show the gear of the transmission regardless of shift lever position.

Supplier Identification :

Component Manufacturer

Name : Hi-Lex America

Address : 2911 Research Drive
Rochester Hills MICHIGAN 48309

Country : United States

Chronology :

- On May 22, 2019, FCA US LLC ("FCA US") opened an investigation based on read across from the investigation that resulted in Recall V34 (19V-293). Read across identified a high rate of shift cable replacements for the Fiat 500.
- From May 2019, to September 2019, returned parts from 2012 and 2013 model year vehicles were sought from the field through part retention requests and dealer outreach.
- In September 2019, returned parts were received and the failure mode was identified to be the shift cable bushings deteriorating and the cable becoming disconnected from the transmission.
- As of November 7, 2019, FCA US has identified 26 CAIRs and zero field reports related to this issue.
- As of November 7, 2019, total warranty is 991, at 19.14 c/1000.
- As of November 7, 2019, FCA US is aware of three accidents and zero injuries 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 shift cable adjuster (part number 68166792AA), which contains a more robust bushing, in all of the affected vehicles.

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: Gearshift Cable

Part Description: CABLE ASSY - AUTO TRANS SHIFT

Part Number: 68078055AA, 68078055AB, 68078055AC, 68078055AD

Part Comment: The remedy component will contain a new bushing made of a different material.

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

Recall Schedule :

Description of Recall Schedule : **11/15/2019: FCA US will notify dealers and begin notifying owners on or about 01/04/2020.

Planned Dealer Notification Date : JAN 04, 2020 - JAN 04, 2020

Planned Owner Notification Date : JAN 04, 2020 - JAN 04, 2020

* NR - Not Reported