

FCA US LLC Chronology
Auxiliary battery terminal connection – 2019 RAM 1500 Trucks

Submitted on February, 28, 2019

- On September 17, 2018, the FCA US LLC (“FCA US”) Vehicle Safety and Regulatory Compliance (“VSRC”) organization opened an investigation as a result of a field issue on one vehicle in Grand Rapids, Michigan.
- The incident vehicle exhibited an improperly secured wire terminal connection to the 48v auxiliary battery system.
- Between September 18, 2018, and October 24, 2018, FCA US engineering conducted testing to understand the failure modes and detection methods for loose fasteners at the auxiliary battery.
- On October 11, 2018, members of the investigation team visited Sterling Heights Assembly Plant (“SHAP”) to evaluate the process controls of the auxiliary battery. As a result of the visit, a secondary torque check was added.
- Between October 24, 2018, and January 16, 2019, FCA US continued to monitor field inputs for loose connections at the auxiliary battery joints.
- On November 11, 2018, FCA US VSRC met with the FCA US Quality Engineering Center and began random audits of vehicles equipped with the auxiliary battery.
- On December 28, 2018, FCA US was made aware of a vehicle with a loose connection at the auxiliary battery due to an operator error during the assembly repair process.
- On January 4, 2019, FCA US Product Investigations and engineering personnel traveled to inspect the vehicle identified confirming an incomplete repair had been made at SHAP.
- On January 17, 2019, FCA US engineering personnel met with SHAP personnel to review and update the process failure mode effects analysis document.
- On January 24, 2019, SHAP implemented additional process controls on the assembly line to limit operators who can repair the auxiliary battery connections to only skilled personnel.
- As of February 13, 2019, FCA US identified 2 incidents alleging loose connections at the auxiliary battery due to operator error during the assembly repair process, which include 2 CAIRs, 0 VOQs, and 2 warranty claims related to this issue.
- As of February 13, 2019, warranty is at 0.039c/1000.
- As of February 13, 2019, FCA US is aware of 0 accidents and 0 reports of injury potentially related to this issue.
- On February 21, 2019, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.