

Part 573 Safety Recall Report

20E-043

Manufacturer Name : Chrysler (FCA US LLC)

Submission Date : JUN 25, 2020

NHTSA Recall No. : 20E-043

Manufacturer Recall No. : W49



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 : 32,972

Estimated percentage with defect : 3 %

Equipment Information :

Brand / Trade 1 : Mopar

Model : Drag Link Assembly (4x4)

Part No. : 68369907AA

Size : NR

Function : NR

Descriptive Information : Some 4x4 style steering system drag link assemblies in Heavy Duty Ram trucks may have had repairs performed, after completing National Highway Traffic Safety Administration ("NHTSA") recall 19V-021, using assemblies which may experience a steering drag link separation.

The scope was determined by sales records of the suspect parts.

The total affected parts for this part number is 280.

Production Dates : JAN 01, 2013 - OCT 01, 2019

Brand / Trade 2 : Mopar
Model : Jam Nut
Part No. : 06510749AA
Size : NR
Function : NR

Descriptive Information : Some 4x4 style steering system drag link assembly component parts in Heavy Duty Ram trucks may have had repairs performed, after completing NHTSA recall 19V-021, using component parts which may experience a steering drag link separation.

The scope was determined by sales records of the suspect parts.

The total affected parts for this part number is 3,933.

Production Dates : JAN 01, 2013 - DEC 17, 2019

Brand / Trade 3 : Mopar
Model : Drag Link Inner
Part No. : 68111304AA
Size : NR
Function : NR

Descriptive Information : Some 4x4 style steering system drag link assembly component parts in Heavy Duty Ram trucks may have had repairs performed, after completing NHTSA recall 19V-021, using component parts which may experience a steering drag link separation.

The scope was determined by sales records of the suspect parts.

The total affected parts for this part number is 9,411.

Production Dates : JAN 01, 2013 - MAR 10, 2020

Brand / Trade 4 : Mopar
Model : Jam Nut
Part No. : 06510750AA
Size : NR
Function : NR

Descriptive Information : Some 4x4 style steering system drag link assembly component parts in Heavy Duty Ram trucks may have had repairs performed, after completing NHTSA recall 19V-021, using component parts which may experience a steering drag link separation.

The scope was determined by sales records of the suspect parts.

The total affected parts for this part number is 3,772.

Production Dates : JAN 01, 2013 - FEB 25, 2020

Brand / Trade 5 : Mopar
Model : Drag Link Outer
Part No. : 68111301AA
Size : NR
Function : NR

Descriptive Information : Some 4x4 style steering system drag link assembly component parts in Heavy Duty Ram trucks may have had repairs performed, after completing NHTSA recall 19V-021, using component parts which may experience a steering drag link separation.

The scope was determined by sales records of the suspect parts.

The total affected parts for this part number is 9,770.

Production Dates : JAN 01, 2013 - FEB 20, 2020

Brand / Trade 6 : Mopar
Model : Drag Link Adjuster
Part No. : 68111302AA
Size : NR
Function : NR

Descriptive Information : Some 4x4 style steering system drag link assembly component parts in Heavy Duty Ram trucks may have had repairs performed, after completing NHTSA recall 19V-021, using component parts which may experience a steering drag link separation.

The scope was determined by sales records of the suspect parts.

The total affected parts for this part number is 5,806.

Production Dates : JAN 01, 2013 - APR 29, 2020

Description of Defect :

Description of the Defect : If not welded, per Dealer Service Instructions for recall 19V-021, the outboard steering linkage jam nut could loosen allowing one end of the drag link to separate from the adjuster sleeve.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A drag link separation can result in a loss of directional steering control, which can cause a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Involved Components :

Component Name : Drag Link Assembly (4x4)

Component Description : Drag Link Assembly (4x4)

Component Part Number : 68369907AA

Component Name : Jam Nut

Component Description : Jam Nut

Component Part Number : 06510749AA

Component Name : Jam Nut

Component Description : Jam Nut

Component Part Number : 06510750AA

Component Name : Drag Link Outer

Component Description : Drag Link Outer

Component Part Number : 68111301AA

Component Name : Drag Link Adjuster

Component Description : Drag Link Adjuster

Component Part Number : 68111302AA

Component Name : Drag Link Inner

Component Description : Drag Link Inner

Component Part Number : 68111304AA

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

- On February 26, 2020, the FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC")

organization was informed by the NHTSA that suspect component parts related to NHTSA recall 19V-021 are available at dealerships for sale and service repairs.

- From February 26, 2020, through June 11, 2020, FCA US VSRC reviewed field and sales data to understand the scope of the issue.
- In April and May 2020, FCA US VSRC met with FCA US Chassis Engineering, and Mopar Service, Parts and Customer Care to review the issue and understand the suspected scope of parts affected and timing of parts sales.
- As of June 11, 2020, FCA US has identified zero CAIRs, zero warranty claims, and zero field reports relating to this issue.
- As of June 11, 2020, FCA US is not aware of any accidents or injuries relating to this issue.
- On June 18, 2020, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected parts.

Description of Remedy :

Description of Remedy Program : FCA US will conduct a voluntary safety recall to inspect the drag link assembly on any vehicles affected by this equipment recall. If the drag link is not welded and torque values meet requirement, the nuts will be welded to the adjuster sleeve. If the torque values do not meet requirement, the drag link assembly will be assessed for replacement. If a component or assembly is returned, FCA US will reimburse the customer.

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 : The remedy is to inspect the drag link assembly and replace it with a different design, as needed, and/or reimburse the customer for returned sub-components and assemblies. Remedy Part Number 68338342AD.

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

Recall Schedule :

Description of Recall Schedule : **06/25/2020: FCA US will notify dealers and begin notifying owners on or about 08/14/2020.

Planned Dealer Notification Date : AUG 14, 2020 - AUG 14, 2020

Planned Owner Notification Date : AUG 14, 2020 - AUG 14, 2020

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR
Address : NR
NR
Country : NR
Company Phone : NR

* NR - Not Reported