

Part 573 Safety Recall Report

20V-036

Manufacturer Name : Chrysler (FCA US LLC)

Submission Date : APR 02, 2020

NHTSA Recall No. : 20V-036

Manufacturer Recall No. : W00



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 : 222,207

Estimated percentage with defect : 3 %

Vehicle Information :

Vehicle 1 : 2014-2019 Ram ProMaster

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2014-2019 MY Ram ProMaster vehicles equipped with a 3.6L engine may have been built with a transmission gear shift cable that was kinked during the vehicle manufacturing process.

The vehicle population was determined to include all ProMaster vehicles equipped with a 3.6L engine from the beginning of 2014 MY production on April 23, 2013, through September 14, 2019, when the vehicle manufacturing process was revised.

Similar 2014-2019 MY Ram ProMaster vehicles not recalled were not built with a 3.6L engine or were built after September 14, 2019.

Production Dates : APR 23, 2013 - SEP 14, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The transmission shifter cable could separate, disconnecting the transmission shifter from the transmission, which could result in the inability of the driver to shift the transmission potentially resulting in the gear shift lever position not matching the transmission gear.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the transmission shifter becomes disconnected from the transmission, the vehicle may not perform the shifts intended by the driver (including a shift to PARK), although the actual transmission gear position will be displayed on

the instrument cluster. In addition, the "Vehicle Not in PARK" and the "Door Ajar" messages will display on the instrument cluster and audible chimes will sound if the driver's door is opened while the transmission is not in PARK. If these warnings are not heeded, unintended vehicle movement may occur which can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.

Description of the Cause : NR

Identification of Any Warning that can Occur : There will not be any prior warning of the transmission shifter cable disconnection from the transmission. However, after the 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, the gear position indicators in the vehicle will all show the actual gear of the transmission regardless of the shift lever position, and the door ajar warning will also function which alerts the driver via instrument cluster messages and audible chime if the driver's door is opened while the transmission is not in PARK.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

- On May 21, 2019, FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC") organization Proactive Sensing group identified a potential issue with the transmission gear shifter cable.
- From May 21, 2019, through September 25, 2019, FCA US VSRC reviewed field data to understand the scope of the issue.
- On September 25, 2019, the FCA US expanded the investigation on the Ram ProMaster vehicles as a result of the field data review.

- Between October 1, 2019, and January 10, 2020, meetings were conducted between FCA US VSRC, FCA US Engineering, and FCA Mexico Manufacturing Engineering to review the issue, confirm the potential safety consequence, understand suspect scope of vehicles affected, and understand the effect of various assembly plant corrective actions implemented.
- As of January 10, 2020, FCA US has identified seven CAIRs and zero field reports related to this issue.
- As of January 10, 2020, FCA US has identified 545 warranty claims potentially related to this issue.
- As of January 10, 2020, FCA US is not aware of any accidents or injuries potentially related to this issue.
- On January 16, 2020, 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 transmission shift cable (part number 68166623AC) on all 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: Transmission Shifter Cable Assembly

Part Description: Cable - Shifter Lever

Part Number: 68166623AC

Part Comment: This recall is not related to a shifter cable defect but rather an assembly issue where the cable is damaged during the vehicle manufacturing process. Remedy part is the same as production.

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

Recall Schedule :

Description of Recall Schedule : **04/02/2020: FCA US mailed interim letters to owners on 03/05/2020. Final owner letters are scheduled to mail on or about 05/26/2020.

**01/23/2020: FCA US will notify dealers and begin notifying owners on or about 03/13/2020.

Planned Dealer Notification Date : MAR 13, 2020 - MAR 13, 2020

Planned Owner Notification Date : MAR 13, 2020 - MAR 13, 2020

* NR - Not Reported