

# Part 573 Safety Recall Report

## 20V-396

**Manufacturer Name :** Chrysler (FCA US, LLC)**Submission Date :** OCT 27, 2020**NHTSA Recall No. :** 20V-396**Manufacturer Recall No. :** W09**Manufacturer Information :****Population :****Manufacturer Name :** Chrysler (FCA US, LLC)**Number of potentially involved :** 925,239**Address :** 800 Chrysler Drive  
CIMS 482-00-91 Auburn Hills MI  
48326-2757**Estimated percentage with defect :** 43 %**Company phone :** 1-800-853-1403**Vehicle Information :****Vehicle 1 :** 2007-2011 Dodge Nitro**Vehicle Type :****Body Style :** SUV**Power Train :** NR**Descriptive Information :** Some 2007-2011 MY Dodge Nitro vehicles may have a loose or detached driver airbag ("DAB") emblem, and/or loose emblem retainers within the DAB module assembly.

The suspect period began on May 30, 2006, when production began with this emblem/retainer design, through December 15, 2011, when production ended with this emblem/retainer design. The vehicle population was determined by reviewing vehicle production records, engineering change records, and field reports.

There are no similar vehicles not included in the recall population.

The total affected vehicles for this model is 198,618.

**Production Dates :** MAY 30, 2006 - DEC 15, 2011**VIN Range 1 : Begin :**

NR

**End :** NR☐ Not sequential

Vehicle 2 : 2008-2010 Dodge Grand Caravan

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2008-2010 MY Dodge Grand Caravan vehicles may have a loose or detached DAB emblem, and/or loose emblem retainers within the DAB module assembly.

The suspect period began on April 12, 2007, when production began with this emblem/retainer design, through November 10, 2010, when production ended with this emblem/retainer design. The vehicle population was determined by reviewing vehicle production records, engineering change records, and field reports.

Similar vehicles not included in the recall were built after the 2010 model year production ended, and were built with a different DAB assembly.

The total affected vehicles for this model is 363,688.

Production Dates : APR 12, 2007 - NOV 10, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2008-2010 Chrysler Town & Country

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2008-2010 MY Chrysler Town & Country vehicles may have a loose or detached DAB emblem, and/or loose emblem retainers within the DAB module assembly.

The suspect period began on April 12, 2007, when production began with this emblem/retainer design, through November 10, 2010, when production ended with this emblem/retainer design. The vehicle population was determined by reviewing vehicle production records, engineering change records, and field reports.

Similar vehicles not included in the recall were built after the 2010 model year production ended, and were built with a different DAB assembly.

The total affected vehicles for this model is 362,933.

Production Dates : APR 12, 2007 - NOV 10, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

## Description of Defect :

Description of the Defect : A loose or detached DAB emblem may result in either the emblem or retainers, or both, not remaining attached to the DAB cover during DAB deployment.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loose or detached emblem or emblem retainer can become a potential projectile during a crash with DAB deployment, which may result in occupant injury.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

### Involved Components :

Component Name 1 : Driver Airbag Module

Component Description : Please see attached supplemental information titled "FCA US LLC Recall Part Numbers - W09 Driver Airbag Loose Emblem\_Emblem Retainers - 07072020.pdf"

Component Part Number : See attached document referenced above.

### Supplier Identification :

#### Component Manufacturer

Name : ZF Active Safety and Electronics US LLC

Address : 12001 Tech Center Drive  
Livonia Michigan 48150

Country : United States

### Chronology :

- On December 18, 2019, the FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC") organization opened an investigation as a result of information communicated to it from FCA US' Office of the General Counsel.
- From December 2019 through June 2020, FCA US VSRC, FCA US Engineering, and FCA US Supplier Operations worked in partnership to review the issue, the potential safety consequence, and understand the suspected scope of vehicles affected.
- From February 2020 through March 2020, FCA US gathered parts from the field and conducted x-ray analysis to determine the condition of the emblem and retainers.
- From March 2020 through June 2020, FCA US gathered additional parts from the field and conducted

additional x-ray analysis, scanning electron microscope material analysis, and computer simulation failure analysis based on actual conditions observed in the field parts.

- As of June 30, 2020, FCA US has identified 13 customer complaints, zero warranty claims, zero field reports, and two legal matters potentially relating to this issue.
- As of June 30, 2020, FCA US is aware of zero accidents and 14 injuries potentially relating to this issue.
- On June 30, 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 on all affected vehicles. The interim repair is to remove the emblem and the emblem retainers from the driver airbag. The final repair is to apply tape to the back of the cover if the emblem is securely attached to the cover. If the emblem is not securely attached, the final remedy is to remove the emblem and emblem retainers.

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 component will be a driver airbag cover with redesigned emblem retainers.

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

## Recall Schedule :

**Description of Recall Schedule :** \*\*10/27/2020: FCA US will notify dealers and begin notifying owners with final remedy on or about 03/01/2021.

\*\*07/07/2020: FCA US will notify dealers and begin notifying owners on or about 08/26/2020.

**Planned Dealer Notification Date :** AUG 26, 2020 - AUG 26, 2020

**Planned Owner Notification Date :** AUG 26, 2020 - AUG 26, 2020

\* NR - Not Reported