

# Part 573 Safety Recall Report

# 20V-657

**Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** OCT 27, 2020**NHTSA Recall No. :** 20V-657**Manufacturer Recall No. :** W81**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 : 698

Estimated percentage with defect : 29 %

**Vehicle Information :**

Vehicle 1 : 2021-2021 Jeep Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

**Descriptive Information :** Some 2021 MY Jeep Cherokee Latitude and Limited vehicles with a specific suspension package may have been built with one or both front lower control arms with hardness below specification.

The suspect period began on September 24, 2020, when suspect control arms were introduced into production, through September 28, 2020, when the suspect parts were no longer used in production. Supplier and plant production records were used to identify the suspect period.

Similar vehicles not included in the recall were not the Latitude or Limited trim level with the specific suspension package, were manufactured outside of the suspect period or with front lower control arms that meet hardness specification.

Production Dates : SEP 24, 2020 - SEP 28, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** A front lower control arm manufactured with hardness below specification may result in a fracture while driving.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A front lower control arm fracture while driving may result in a loss of

Description of the Safety Risk : 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 1 : Control arm assy

Component Description : Suspension frt lwr rt

Component Part Number : 68439684AA

Component Name 2 : Control arm assy

Component Description : Suspension frt lwr lt

Component Part Number : 68439685AA

## Supplier Identification :

### Component Manufacturer

Name : General Aluminum Manufacturing Co

Address : 13663 Short Road

Wapakoneta OHIO 45895

Country : United States

## Chronology :

- On September 28, 2020, the FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC") organization received notification from the vehicle assembly plant of a potential issue related to an incomplete front lower control arm hardening process.
- On October 7, 2020, the FCA US VSRC organization opened an investigation as a result of an engineering evaluation that front lower control arms with hardness below specification may fracture while driving.
- Between September 28, 2020 and October 21, 2020, FCA US VSRC, FCA US Engineering, FCA Supplier Operations, and the supplier met to review the issue, the potential safety consequence, and understand suspect scope of vehicles affected.

- As of October 22, 2020, FCA US has identified zero customer assistance records, zero warranty claims, and zero field reports potentially relating to this issue.
- As of October 22, 2020, FCA US is not aware of any accidents or injuries potentially relating to this issue.
- On October 23, 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 to inspect the front lower control arms and replace as needed. FCA US recommends that owners do not drive their vehicles until they receive instructions on how to have this inspected and repaired, if necessary.

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 front lower control arm manufactured to the proper hardness specification.

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 on or about 10/30/2020.

Planned Dealer Notification Date : OCT 30, 2020 - OCT 30, 2020

Planned Owner Notification Date : NOV 06, 2020 - NOV 06, 2020

\* NR - Not Reported