

Part 573 Safety Recall Report

21V-949

Manufacturer Name : Chrysler (FCA US, LLC)**Submission Date :** DEC 09, 2021**NHTSA Recall No. :** 21V-949**Manufacturer Recall No. :** Y94**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 : 2,903

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Jeep Wrangler

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2021 MY Jeep Wrangler Plug-In Hybrid Electric Vehicles ("PHEV") may be equipped with instrument panel cluster ("IPC") software that may prevent the odometer mileage from displaying after reaching 13,342 miles or 21,473 kilometers.

The suspect period began September 8, 2020, with the vehicle with the earliest production date to receive suspect software during a service update, and ended on September 13, 2021, when a new IPC software version was implemented into vehicle production. The suspect software was introduced into vehicle production on June 7, 2021. The suspect period was determined using service, supplier, and vehicle production records.

Similar vehicles not included in this recall were built before or after the suspect vehicle production period and were not updated during service with suspect IPC software.

Production Dates : SEP 08, 2020 - SEP 13, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Noncompliance :

Description of the Noncompliance : Federal Motor Vehicle Safety Standard ("FMVSS") 571.101, Controls and Displays, Section 4, defines the odometer as an indicator that must display the magnitude of its sensed characteristic, which is defined under Safety Act 49 USC 32702 Definitions, as the distance driven. After reaching 13,342 miles the odometers of these vehicles will no longer display the magnitude of its sensed characteristic (mileage).

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : The vehicle operator will notice that the odometer value is not displayed. If this warning is not heeded, a missing odometer reading may lead to missed or delayed critical vehicle maintenance. Potential failed components, due to a lack of maintenance, may lead to a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : The odometer display will no longer display numerical integers, but instead two dashes.

Involved Components :

Component Name 1 : Cluster, Instrument Panel

Component Description : Instrument Panel Cluster

Component Part Number : 68499481AH / 68499482AH / 68499481AF / 68499482AF

Supplier Identification :**Component Manufacturer**

Name : Marelli North America Inc.

Address : 26555 Northwestern Hwy.
Southfield Michigan 48033

Country : United States

Chronology :

- On November 10, 2021, FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance recognized that after the instrument panel cluster odometer reading reaches 13,342 miles (21,473 kilometers), the odometer may no longer display the numerical mileage, potentially not in compliance with FMVSS No. 101.

- On December 02, 2021, 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 update the IPC software on vehicles with less than 13,342 miles (21,473 kilometers). FCA US will replace the IPC on vehicles in which the mileage is not displayed.

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 updated software, either by flashing the IPC if the mileage is below 13,342 or replacing the IPC if no mileage is displayed.

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

Recall Schedule :

Description of Recall Schedule : **12/09/2021: FCA US will notify dealers and begin notifying owners on or about 01/28/2022.

Planned Dealer Notification Date : JAN 28, 2022 - JAN 28, 2022

Planned Owner Notification Date : JAN 28, 2022 - JAN 28, 2022

* NR - Not Reported