Part 573 Safety Recall Report 24V-652

Manufacturer Name : Chrysler (FCA US, LLC)
Submission Date : DEC 12, 2024
NHTSA Recall No. : 24V-652
Manufacturer Recall No. : 30B

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 : 32,863
Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2020-2024 Jeep Gladiator
Vehicle Type :
Body Style : PICKUP TRUCK
Power Train : NR
Descriptive Information : Some 2020 - 2024 MY Jeep Gladiator vehicles may have been built with a 3.5" Instrument Panel Cluster ("IPC") that may become blank.

The suspect period began on June 8, 2019, when the first suspect 3.5" IPC was introduced into vehicle production, and ended on May 18, 2024, when suspect 3.5" IPCs were no longer used in vehicle production. Vehicle production and supplier records were used to determine the suspect period.

Similar vehicles not included in the recall population are not equipped with the 3.5" IPC, were built after the suspect period or, for 2020 through 2022 model year vehicles, have exceeded 28 months in service and for 2023 through 2024 model year vehicles, have exceeded 12 months in service.

The total affected vehicles for this model is 11,554.

Production Dates : JUN 08, 2019 - MAY 18, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 :	2018-2024 Jeep Wrangler
Vehicle Type :	
Body Style :	SUV
Power Train :	NR
Descriptive Information :	Some 2018 - 2024 MY Jeep Wrangler vehicles may have been built with a 3.5" IPC that may become blank. The suspect period began on January 26, 2018, when the first suspect 3.5" IPC was introduced into vehicle production, and ended on May 17, 2024, when suspect 3.5" IPCs were no longer used in vehicle production. Vehicle production and supplier records were used to determine the suspect period. Similar vehicles not included in the recall population are not equipped with the 3.5" IPC, were built after the suspect period or, for 2018 through 2022 model year vehicles, have exceeded 28 months in service and for 2023 through 2024 model year vehicles, have exceeded 12 months in service. The total affected vehicles for this model is 21,309.
Production Dates :	JAN 26, 2018 - MAY 17, 2024
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 S5.3 requires vehicles to "illuminate telltales and their identification sufficiently to make them visible to the driver under daylight and nighttime driving conditions." The IPC in the suspect vehicles may not illuminate the required telltales.
FMVSS 1 :	101 - Control and displays
FMVSS 2 :	NR
Description of the Safety Risk :	An IPC that is not visible to the driver may result in the driver's attention being diverted from the driving task while trying to locate a desired display, which can cause a vehicle crash without prior warning.
Description of the Cause :	NR
Identification of Any Warning that can Occur :	None prior to failure. Once a failure occurs, the entire IPC will be inoperable and will not recover.

Involved Components :

Component Name 1 :	Instrument Panel Cluster
Component Description :	Please see attached supplemental information titled "FCA US LLC Recall Part Numbers-30B-JL,JT IPC Blank-09052024.pdf"
Component Part Number :	See attached document referenced above for the IPC part numbers.

Supplier Identification :

Component Manufacturer

Name :	Marelli North America Inc.
Address :	26555 Northwestern Highway Southfield Michigan 48033
Country :	United States

Chronology :

• On October 14, 2022, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization was notified of a potential issue related to blank IPCs on some 2018-2024 MY Jeep Wrangler and 2020-2024 MY Jeep Gladiator vehicles.

• From October 2022, through August 2024, FCA US TSRC conducted an analysis of IPC failure patterns, warranty return part analysis, and worked with supplier operations to conduct testing which determined that the affected vehicles may have been built with IPCs which may experience an internal short circuit and become blank.

• On August 7, 2024, the FCA US TSRC organization recognized a vehicle build issue existed on certain vehicles related to a condition that can lead to failure of the IPC, potentially resulting in a noncompliance with FMVSS No. 101.

• On August 30, 2024, 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 replace the IPC. 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 an IPC with an upgraded printed circuit board.
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule :	**12/12/2024: FCA US sent Interim Letters to owners of 2022-2024 Jeep Wrangler and Jeep Gladiator vehicles beginning 10/03/2024. Owners of 2024 Jeep Wrangler and Jeep Gladiator vehicles will be notified of final remedy on or about 12/19/2024. Owners of 2022-2023 Jeep Wrangler and Jeep Gladiator vehicles will be notified of final remedy on or about 01/23/2025. **09/05/2024: FCA US will notify dealers on or about 09/12/2024 and begin notifying owners on or about 10/03/2024.
Planned Dealer Notification Date :	SEP 12, 2024 - SEP 12, 2024
Planned Owner Notification Date :	OCT 03, 2024 - OCT 03, 2024

* NR - Not Reported