

Part 573 Safety Recall Report

24V-872

Manufacturer Name : Chrysler (FCA US, LLC)**Submission Date :** NOV 19, 2024**NHTSA Recall No. :** 24V-872**Manufacturer Recall No. :** B8B**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 : 7,198

Estimated percentage with defect : 10 %

Vehicle Information :

Vehicle 1 : 2024-2024 Jeep Grand Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2024 MY Jeep Grand Cherokee vehicles may have been built with an incorrectly programmed instrument panel cluster ("IPC").

The suspect period began on December 13, 2023, when the first suspect 2024 MY vehicle was produced, and ended on January 7, 2024, when the last suspect vehicle was produced. The suspect population was determined using part shipment information and vehicle production records.

Similar vehicles not included in this recall were built before or after the suspect build period or were Plug-In Hybrid Electric Vehicles ("PHEVs").

The total affected vehicles for this model is 3,202.

Production Dates : DEC 13, 2023 - JAN 07, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2024-2024 Jeep Grand Cherokee L

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2024 MY Grand Cherokee L vehicles may have been built with an incorrectly programmed IPC.

The suspect period began on December 13, 2023, when the first suspect 2024 MY vehicle was produced, and ended on January 7, 2024, when the last suspect vehicle was produced. The suspect population was determined using part shipment information and vehicle production records.

Similar vehicles not included in this recall were built before or after the suspect build period or were PHEVs.

The total affected vehicles for this model is 3,996.

Production Dates : DEC 13, 2023 - JAN 07, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : FMVSS 571.101, "Displays and Controls" requires that the speedometer accurately display vehicle speed. Suspect vehicles may experience a delay in the speedometer displaying the correct vehicle speed.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : A speedometer that has a delay in displaying the correct vehicle speed may cause the driver to exceed the speed limit, which increases the risk of a crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Instrument Panel Cluster

Component Description : Instrument Panel Cluster

Component Part Number : 68564989AD

Supplier Identification :

Component Manufacturer

Name : N.S. International, Ltd.

Address : 600 Wilshire Drive
Troy Michigan 48084

Country : United States

Chronology :

On February 28, 2024, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization was notified by the FCA US Customer Experience ("CX") organization of a potential issue related to speedometer display delay on some 2024 MY Jeep Grand Cherokee and 2024 MY Jeep Grand Cherokee L vehicles.

From March 2024, through October 2024, FCA US TSRC reviewed warranty data, field records, and customer assistance records to understand potential customer consequence.

On October 16, 2024, FCA US TSRC organization recognized a speedometer display delay issue existed on certain vehicles, potentially resulting in a noncompliance with FMVSS No. 101.

On November 12, 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 will conduct a voluntary safety recall to inspect and, if necessary, reprogram the IPC with corrected software.

FCA US submitted its General Reimbursement Plan relating to reimbursement to owners and purchasers for costs incurred for remedies in advance of the manufacturer's notification of safety-related defects and noncompliance with Federal motor vehicle safety standards in October 2024. Owners and purchasers may be eligible for reimbursement in accordance with that plan.

How Remedy Component Differs from Recalled Component : The remedy is an IPC software update to negate the effect of speedometer display delay.

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

Recall Schedule :

Description of Recall Schedule : **11/19/2024: FCA US will notify dealers on or about 11/26/2024 and begin notifying owners on or about 12/17/2024.

Planned Dealer Notification Date : NOV 26, 2024 - NOV 26, 2024

Planned Owner Notification Date : DEC 17, 2024 - DEC 17, 2024

* NR - Not Reported