

FCA US LLC Chronology
2009-2012 MY DS Fuel Tank Strap Loose Due to Corrosion
Submitted on March 08, 2018

- On May 1, 2017, the FCA US LLC (“FCA US”) Vehicle Safety and Regulatory Compliance (“VSRC”) organization opened an investigation as a result of CAIR #31286454.
- On May 5, 2017, a cross-functional meeting was held to discuss the affected customer, issue, consequence, and scope based on word search results.
- During May-July, 2017, the FCA US VSRC and FCA Chassis Engineering prepared for and conducted a vehicle survey. The survey found one vehicle with a detached front fuel tank strap out of 20 vehicles surveyed.
- On July 28, 2017, a cross-functional team of FCA US Chassis, Frame, and Corrosion Engineers met to review the issue and the data collected to date (build date, mileage, location, survey results, and corrosion requirements).
- In September 2017, FCA US Fuel System Engineering conducted a static evaluation to determine the amount a full fuel tank lowers with the front fuel tank strap disconnected from the frame.
- On September 21, 2017, the FCA US VSRC and FCA US engineering reviewed the supplier’s Process Summary Report presentation, which illustrated their anti-corrosion activities including the addition of an e-coat rocking process with timing (December 2011).
- On October 10, 2017, FCA US engineering performed a lab test measuring the customer detectable audible noise resulting from a lowered fuel tank. Results indicated detectability to the driver.
- In October 2017, the FCA US VSRC reviewed the issue separately with Field Engineers, Fleet Technical Operations, and FCA Canada VSRC.
- On November 3, 2017, the FCA US VSRC and Chassis Engineering conducted a second vehicle survey of a larger population (2009-2015 MY vehicles). This survey found no vehicles with a loose or detached front fuel tank strap out of 37 vehicles surveyed.
- On January 4, 2018, the FCA US Vehicle Regulations Committee (“VRC”) agreed to perform a Customer Satisfaction Notification (“CSN”) campaign on all affected 2009-2012 (1/31/2012) MY Ram 1500 (DS/DX) vehicles currently registered or ever registered in the salt belt states and countries to perform the service repair, which consists of bolting a new reinforcement onto the frame. The VRC also approved a 12-year Extended Warranty on all 2012 (2/1/2012)-2018 MY Ram 1500 (DS/DX) vehicles currently registered or ever registered in the salt belt states and countries and a 12-year Extended Warranty on all 2009-2018 MY Ram 1500 (DS/DX) vehicles currently registered in the non-salt belt states and remaining countries to perform the service repair, which consists of bolting a new reinforcement onto the frame.
- Based on a February 23, 2018, discussion between VSRC and NHTSA, VSRC took the issue back to the VRC with a recommendation to conduct a regional safety recall.
- On February 25, 2018, the FCA US VSRC searched for additional VOQs, CAIRs, repair orders, and field reports resulting in a current total of 96 CAIRS, 38 VOQs, 19 Repair Orders and 25 Field Reports, with zero accidents and zero injuries.
- On March 1, 2018, FCA US determined, through the VRC, to conduct a safety recall of the affected vehicles.