

Part 573 Safety Recall Report

19V-203

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** MAR 14, 2019**NHTSA Recall No. :** 19V-203**Manufacturer Recall No. :** V32**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 : 7,929

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2019 Dodge Charger

Vehicle Type :

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : The instrument cluster of some 2019 MY Dodge Charger vehicles may, under certain circumstances, become non-operational, which may result in the lack of activation of warning chimes, messages, and gauges.

The suspect period was determined using instrument cluster part numbers. The suspect instrument clusters were assembled into vehicles from December 12, 2018, when instrument clusters with suspect software was introduced into vehicle production, through January 28, 2019, when vehicles were assembled with instrument clusters that contained updated software.

Similar vehicles not included in the recall were built before the suspect period, with the previous cluster that contained different software, or after the suspect period, with updated software.

2019 MY Dodge Charger population included in the recall is 5,501.

Production Dates : DEC 12, 2018 - JAN 28, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2019 Dodge Challenger

Vehicle Type :

Body Style : 2-DOOR

Power Train : NR

Descriptive Information : The instrument cluster of some 2019 MY Dodge Challenger vehicles may, under certain circumstances, become non-operational, which may result in the lack of activation of warning chimes, messages, and gauges.

The suspect period was determined using instrument cluster part numbers. The suspect instrument clusters were assembled into vehicles from December 21, 2018, when instrument clusters with suspect software was introduced into vehicle production, through January 28, 2019, when vehicles were assembled with instrument clusters that contained updated software.

Similar vehicles not included in the recall were built before the suspect period, with the previous cluster that contained different software, or after the suspect period, with updated software.

2019 MY Dodge Challenger population included in the recall is 287.

Production Dates : DEC 21, 2018 - JAN 28, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2019-2019 Chrysler 300

Vehicle Type :

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : The instrument cluster of some 2019 MY Chrysler 300 vehicles may, under certain circumstances, become non-operational, which may result in the lack of activation of warning chimes, messages, and gauges.

The suspect period was determined using instrument cluster part numbers. The suspect instrument clusters were assembled into vehicles from December 14, 2018, when instrument clusters with suspect software was introduced into vehicle production, through January 28, 2019, when vehicles were assembled with instrument clusters that contained updated software.

Similar vehicles not included in the recall were built before the suspect period, with the previous cluster that contained different software, or after the suspect period, with updated software.

2019 MY Chrysler 300 population included in the recall is 2,141.

Production Dates : DEC 14, 2018 - JAN 28, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : Federal Motor Vehicle Safety Standard ("FMVSS") 101 S5.3 requires vehicles to "illuminate telltales and their identification sufficiently to make them visible to the driver under daylight and nighttime driving conditions." Under certain conditions, vehicles built with the affected instrument clusters may not illuminate the required telltales.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : NR

Description of the Safety Risk : Failure to illuminate telltales as appropriate may prevent the operator from receiving information regarding the status of vehicle systems, and can cause a vehicle crash without warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Continental

Address : 2400 Executive Hill Blvd
Auburn Hills MICHIGAN 48326

Country : United States

Chronology :

- On January 25, 2019, FCA US LLC ("FCA US") Engineering notified the FCA US Vehicle Safety and Regulatory Compliance ("VSRC") organization of a non-operational condition relating to some instrument clusters on 2019 MY Dodge Charger, Dodge Challenger, and Chrysler 300 vehicles.
- On February 8, 2019, FCA US Engineering notified FCA US VSRC that the non-operational condition had been observed on test vehicles.
- During February 2019, the FCA US VSRC Investigator met with engineering to understand the non-operational condition, and reviewed the matter with the FCA US Compliance team for understanding of applicable regulations.
- As of March 5, 2019, FCA US identified approximately two CAIRs, zero VOQs and zero field reports related to this issue.
- As of March 5, 2019, total warranty is 34 at 4.28c/1000.
- As of March 5, 2019, FCA US is unaware of any accidents or injuries potentially related to this issue.
- On March 7, 2019, 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 to flash suspect instrument clusters with updated software.

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 : Part Name: Cluster Assembly

Part Description: Speedo & Instrument

Part Number: 68412297AA, 68412302AA, 68412299AA, 68412307AA, 68412308AA, 68412309AA, 68412298AA, 68412305AA, 68412310AA, 68412303AA, 8412315AA, 68412316AA, 68412320AA, 68412318AA, 68412342AB, 68412343AB

Comment: Clusters not listed have watchdog enabled software.

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

Recall Schedule :

Description of Recall Schedule : ** 3/14/2019: FCA US will notify dealers and begin notifying owners on or about May 3, 2019.

Planned Dealer Notification Date : MAY 03, 2019 - MAY 03, 2019

Planned Owner Notification Date : MAY 03, 2019 - MAY 03, 2019

* NR - Not Reported