

# Part 573 Safety Recall Report

# 19V-447

**Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** JUN 27, 2019**NHTSA Recall No. :** 19V-447**Manufacturer Recall No. :** V69**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 : 81,615

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2014-2014 Jeep Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

**Descriptive Information :** Some 2014 MY Jeep Cherokee vehicles equipped with 3.2L engines may experience a stuck clutch in the transmission that may result in a transmission-commanded shift to neutral.

The suspect period began at Toledo North Assembly Plant on February 27, 2013, at the start of production of the Jeep Cherokee, and ended on July 11, 2014, at the end of production for the 2014 MY. The recall population was based on vehicles produced with the affected transmission controller software.

Similar vehicles not included in this recall were not built with 3.2L engines, are not 2014 MY vehicles, or were serviced with an updated transmission controller software.

Production Dates : FEB 27, 2013 -JUL 11, 2014

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** A stuck clutch may result in a transmission-commanded shift to neutral which may cause a loss of motive power.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A loss of motive power can cause a vehicle crash without prior warning.

**Description of the Cause :** NR

Identification of Any Warning NR  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

- On May 6, 2019, FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC") organization opened an investigation as a result of input from the FCA US Quality and Engineering organizations.
- From May 6, 2019, to May 22, 2019, meetings were conducted between FCA US VSRC and FCA US Powertrain Engineering to review the issue, understand the customer consequence, potential root cause, scope of the vehicles affected, and potential corrective actions being investigated. FCA US VSRC found that the issue may result in a stuck valve in the transmission valve body, which can prevent proper clutch de-activation and result in a transmission-commanded shift to neutral and cause a loss of motive power.
- As of May 31, 2019, FCA US identified approximately 319 CAIRs, 58 VOQs and 448 field reports related to this issue.
- As of May 31, 2019, total warranty is 3,011 at 34.3 c/1000.
- As of May 31, 2019, FCA US is unaware of any accidents or injuries potentially related to this issue.
- On June 06, 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 perform a software flash on the Transmission Control Module of the affected vehicles.

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: N/A

Part Description: N/A

Part Number: N/A

Part Comment: N/A

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

## Recall Schedule :

Description of Recall Schedule : \*\*06/13/2019: FCA US will notify dealers and begin notifying owners on or about 08/02/2019.

Planned Dealer Notification Date : AUG 02, 2019 - AUG 02, 2019

Planned Owner Notification Date : AUG 02, 2019 - AUG 02, 2019

\* NR - Not Reported