

Part 573 Safety Recall Report

19V-637

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** AUG 29, 2019**NHTSA Recall No. :** 19V-637**Manufacturer Recall No. :** V99**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 : 5,294

Estimated percentage with defect : 48 %

Vehicle Information :

Vehicle 1 : 2019-2020 Jeep Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2019-2020 MY Jeep Cherokee vehicles may have been built with a steering gear servo pinion hardness below specification, which could potentially result in a fracture.

The suspect period began on June 25, 2019, when the parts with steering gear servo pinion hardness potentially below specification were introduced into production, through August 6, 2019, when the suspect parts were no longer used in production. Supplier and plant production records were used to identify the start and end dates of vehicles built with suspect parts.

Similar vehicles not included in the recall were manufactured before or after the period when the parts with steering gear servo pinion hardness potentially below specification were used in production, and have a steering gear servo pinion that meets hardness specification.

Production Dates : JUN 25, 2019 - AUG 06, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : A steering gear servo pinion manufactured with hardness below specification may result in a fracture. If the steering gear servo pinion fractures, it could cause a metal shard to become lodged within the teeth of the steering rack, possibly resulting in a loss of steering control.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loss of steering control can cause vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Supplier Identification :

Component Manufacturer

Name : Robert Bosch Automotive Steering LLC

Address : 15 Spiral Drive
Florence KENTUCKY 41042

Country : United States

Chronology :

- On August 6, 2019, the supplier notified FCA US LLC ("FCA US") Supplier Quality of a potential issue related to an incomplete steering gear servo pinion hardening process.
- On August 15, 2019, the FCA US Vehicle Safety and Regulatory Compliance ("VSRC") organization opened an investigation as a result of an engineering evaluation of steering gears with servo pinion hardness below specification.
- In August 2019, FCA US VSRC, FCA US Engineering, and the supplier met to review the issue, the potential safety consequence, understand suspect scope of vehicles affected, and review component and system test results.
- As of August 20, 2019, FCA US identified zero CAIRs, zero VOQs, and zero field reports related to this issue.
- As of August 20, 2019, total warranty is 0.0 c/1000.
- As of August 20, 2019, FCA US is not aware of any accidents or injuries potentially related to this issue.
- On August 22, 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 on all affected vehicles to replace the steering gear.

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: Electric Power Steering Gear Assembly

Part Description: Gear Assy - Steering Rack & Pinion Electric

Part Number: 68284077AH

Part Comment: N/A

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

Recall Schedule :

Description of Recall Schedule : **08/29/2019: FCA US will notify dealers and begin notifying owners on or about 10/18/2019.

Planned Dealer Notification Date : OCT 18, 2019 - OCT 18, 2019

Planned Owner Notification Date : OCT 18, 2019 - OCT 18, 2019

* NR - Not Reported