



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 2, 2020

Ms. Jennifer Shute
Sr Mgr Safety Recall Execution
Chrysler (FCA US LLC)
800 Chrysler Drive
CIMS 482-00-91
Auburn Hills, MI 48326

NEF-150DM
20V-183

Subject: Front Differential Pinion Gears May Wear

Dear Ms. Shute:

This letter serves to acknowledge Chrysler (FCA US LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

DODGE/DURANGO/2019
JEEP/GRAND CHEROKEE/2019

Mfr's Report Date: March 26, 2020

NHTSA Campaign Number: 20V-183

Components:

POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT

Potential Number of Units Affected: 515

Problem Description:

Chrysler (FCA US LLC) is recalling certain 2019 Jeep Grand Cherokee and Dodge Durango vehicles. The front differential may have been assembled with pinion gears that are insufficiently hardened, which can lead to the gear teeth wearing down. If both pinion gears have their teeth sufficiently worn off, torque power can not be transferred from the front wheels to the driveline, resulting in loss of power while driving and loss of the PARK function when stationary.

Consequence:

A sudden loss of power while driving or loss of the transmission PARK function can increase the risk of a crash.

Remedy:

Chrysler will notify owners, and dealers will replace the front differential, free of charge. The recall is expected to begin May 15, 2020. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is W22.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Chrysler's proposed owner notification letters and they are currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

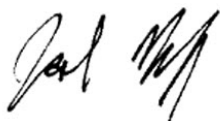
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement