

Part 573 Safety Recall Report

20V-183

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** MAR 26, 2020**NHTSA Recall No. :** 20V-183**Manufacturer Recall No. :** W22**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 : 515

Estimated percentage with defect : 5 %

Vehicle Information :

Vehicle 1 : 2019-2019 Jeep Grand Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2019 MY Jeep Grand Cherokee vehicles may have been built with a front differential that was assembled with pinion gears that are not hardened.

The suspect period began on January 16, 2019, when differentials with suspect gears started to be used in vehicle production, through January 23, 2019, when differentials with suspect gears were no longer used in vehicle production. The vehicle population was determined by supplier and vehicle assembly traceability records.

Similar vehicles not included in this recall are not equipped with an open differential in a single speed transfer case or were built before or after the suspect period.

The total affected vehicles for this model is 301.

Production Dates : JAN 16, 2019 - JAN 23, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2019 Dodge Durango

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2019 MY Dodge Durango vehicles may have been built with a front differential that was assembled with pinion gears that are not hardened.

The suspect period began on January 16, 2019, when differentials with suspect gears started to be used in vehicle production, through January 23, 2019, when differentials with suspect gears were no longer used in vehicle production. The vehicle population was determined by supplier and vehicle assembly traceability records.

Similar vehicles not included in this recall are not equipped with an open differential in a single speed transfer case or were built before or after the suspect period.

The total affected vehicles for this model is 214.

Production Dates : JAN 16, 2019 - JAN 23, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Unhardened pinion gears in a front differential may result in the teeth of the gears wearing off, which can cause a loss of engagement between the pinion gears and the side gears. If both pinion gears have their teeth sufficiently worn off, torque cannot be transferred between the front wheels and the driveline. Because the single speed transfer case differential is open, the wheels rotate freely which results in a loss of motive power while the vehicle is in motion and a loss of the PARK function while stationary.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loss of motive power or a loss of PARK function can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.

Description of the Cause : NR

Identification of Any Warning that can Occur : In some circumstances, prior to a loss of motive power and/or inadvertent vehicle movement, the operator may notice a gear whine or a grinding noise.

Involved Components :

Component Name 1 : Differential, Front Axle

Component Description : Differential, Front Axle

Component Part Number : 68352175AA

Supplier Identification :

Component Manufacturer

Name : ZF INDUSTRIES INC

Address : 12001 Tech Center Dr

Livonia MICHIGAN 48150

Country : United States

Chronology :

- In October 2019, FCA US LLC ("FCA US") Quality received five failed warranty-return front differentials from 2019 MY Dodge Durango and Jeep Grand Cherokee vehicles and sent them to the supplier for failure analysis. The supplier determined that all five differentials were assembled with unhardened pinion gears.
- On November 5, 2019, the FCA US Vehicle Safety and Regulatory Compliance ("VSRC") organization opened an investigation based on warranty claims.
- Between November 2019 and March 2020, FCA US VSRC continued the investigation with the supplier to determine which vehicles were potentially affected and identified the suspect period of differential production to be between January 11 and January 14 of 2019.
- As of March 19, 2020, FCA US has identified 3 CAIRs, 18 warranty claims, and 1 field report relating to this issue.
- As of March 19, 2020, FCA US is aware of 1 accident and 0 injuries relating to this issue.
- On March 19, 2020, 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 replace the front differentials on affected vehicles (Part number: 68352175AA).

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: Differential, Front Axle

Part Description: Differential, Front Axle

Part Number: 68352175AA

Part Comment: The remedy component will be a front differential verified to have properly hardened pinion gears.

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

Recall Schedule :

Description of Recall Schedule : **03/26/2020: FCA US will notify dealers and begin notifying owners on or about 05/15/2020.

Planned Dealer Notification Date : MAY 15, 2020 - MAY 15, 2020

Planned Owner Notification Date : MAY 15, 2020 - MAY 15, 2020

* NR - Not Reported