

# Part 573 Safety Recall Report

# 23V-352

**Manufacturer Name :** Chrysler (FCA US, LLC)**Submission Date :** MAY 18, 2023**NHTSA Recall No. :** 23V-352**Manufacturer Recall No. :** 58A**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 : 89,372

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2022-2023 Jeep Grand Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

**Descriptive Information :** Some 2022-2023 MY Jeep Grand Cherokee vehicles may have been built with an incorrectly assembled steering column intermediate shaft.

The suspect period began on October 19, 2021, when the first record of improper build of the intermediate shaft on a 2022 MY Jeep Grand Cherokee occurred, and ended on April 4, 2023, when repair station instructions were created. The suspect period was determined using vehicle manufacturing records.

Similar vehicles not included in the recall did not have a record of improper build of the intermediate shaft or were not built between September 1, 2022, and December 18, 2022.

The total affected vehicles for this model is 53,965.

Production Dates : OCT 19, 2021 - APR 04, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2021-2023 Jeep Grand Cherokee L

Vehicle Type :

Body Style : SUV

Power Train : NR

**Descriptive Information :** Some 2021-2023 MY Jeep Grand Cherokee L vehicles may have been built with an incorrectly assembled steering column intermediate shaft.

The suspect period began on January 27, 2021, when the first record of improper build of the intermediate shaft on a 2021 MY Jeep Grand Cherokee L occurred, and ended on April 4, 2023, when repair station instructions were created. The suspect period was determined using vehicle manufacturing records.

Similar vehicles not included in the recall did not have a record of improper build of the intermediate shaft or were not built between September 1, 2022, and December 18, 2022.

The total affected vehicles for this model is 35,407.

Production Dates : JAN 27, 2021 - APR 04, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

**Description of the Defect :** An incorrectly assembled intermediate shaft may potentially disconnect from the u-joint.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A disconnected intermediate shaft may result in a loss of steering control which can cause a vehicle crash without prior warning.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** Driver may notice play in steering and/or noise when turning prior to the intermediate shaft disconnecting.

## Involved Components :

Component Name 1 : INTERMEDIATE SHAFT

Component Description : U-JOINT LHD

Component Part Number : 68438450AB

Component Name 2 : STEERING COLUMN INTERMEDIATE

Component Description : SHAFT LHD

Component Part Number : 68408233AA

## Supplier Identification :

### Component Manufacturer

Name : THYSSENKRUPP NORTH AMERICA

Address : 190 S. LaSalle St

Suite 1505 Chicago Illinois 60603

Country : United States

## Chronology :

- On February 27, 2023, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation into the 2023 MY Jeep Grand Cherokee for a potential loss of steering condition.
- From February 2023, through April 2023, FCA US TSRC conducted an analysis of warranty claims and vehicle manufacturing records and determined that the affected vehicles may have been repaired improperly on the assembly line leading to incorrect installation of the steering column intermediate shaft.
- As of April 26, 2023, FCA US is aware of zero customer assistance records, 15 warranty claims, and zero field reports potentially related to this issue for all markets with dates of receipt ranging from May 28, 2022, through March 24, 2023.
- As of April 26, 2023, FCA US is not aware of any accidents or injuries potentially related to this issue for all markets.
- On May 12, 2023, 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 inspect and, if necessary, replace the intermediate shaft and assembly parts.

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 : This recall is not related to a part defect but rather an assembly issue where the vehicle may have been built with an incorrectly assembled steering column intermediate shaft. The remedy is to properly install the intermediate shaft.

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

## Recall Schedule :

Description of Recall Schedule : \*\*05/18/2023: FCA US will notify dealers and begin notifying owners on or about 07/07/2023.

Planned Dealer Notification Date : JUL 07, 2023 - JUL 07, 2023

Planned Owner Notification Date : JUL 07, 2023 - JUL 07, 2023

\* NR - Not Reported