

FCA US LLC Chronology
Left Front Halfshaft – 2017 MY MP Vehicles
Submitted on May 9, 2017

- On February 8, 2017, a left front halfshaft broke on an in-process 2017 MY Jeep Compass (“MP”) vehicle at Toluca Assembly Plant (“TAP”). The broken halfshaft was sent to the supplier for test.
- On February 10, 2017, the supplier reported no trouble found in the part. The report highlighted evidence that the part may not have been properly seated in the transmission when engine torque was applied.
- On April 4, 2017, FCA US LLC (“FCA US”) received the first warranty claim for a broken left front halfshaft. The vehicle had accumulated 51 miles before the halfshaft broke.
- On April 7, 2017, engineering at TAP conducted a yard audit and implemented an additional in process check to confirm halfshaft retention at the transmission.
- On April 10, 2017, FCA US received the first warranty claim for a left front halfshaft disengaging the transmission. The vehicle had accumulated 12 miles before the halfshaft disengaged.
- On April 20, 2017, engineering at TAP implemented an assembly process change to limit articulation of the halfshaft during assembly.
- Also on April 20, 2017, the FCA US quality organization made the FCA US Vehicle Safety and Regulatory Compliance (“VSRC”) organization aware of the two warranty claims.
- Between April 24, 2017, and April 26, 2017, two additional left front halfshafts broke and one additional left front halfshaft disengaged the transmission.
- On April 28, 2017, the FCA US VSRC organization opened an investigation as a result of the broken and disengaged halfshafts in warranty and customer complaints.
- As of May 4, 2017, FCA US identified approximately one CAIR, zero VOQs and two field reports related to this issue.
- As of May 4, 2017, there have been a total of six broken or disengaged shafts, three of these six occurrences generated warranty claims for this issue.
- As of May 4, 2017, FCA US is unaware of any accidents or injuries potentially related to this issue.
- On May 5, 2017, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.