FCA US LLC Chronology
Star Communication Connector
Submitted on April 7, 2016

- On February 1, 2016, FCA Italy S.p.A. ("FCA Italy") created a Field Early Warranty ("FEW") issue (#71926) to track the first warranty claim that was reported in Canada on January 17, 2016 which detailed a corroded CAN-C ("Star") communication connector on a RAM ProMaster City ("VM") vehicle.
- On February 10, 2016, the first US warranty claim was detected by FCA Italy, which prompted a joint FCA US LLC ("FCA US") and FCA Italy discussion..
- On February 18, 2016, the FCA US Vehicle Line Quality ("VLQ") team alerted the FCA US Vehicle Safety and Regulatory Compliance ("VSRC") organization of the concern. FCA US VSRC opened an investigation as a result of this meeting.
- The investigation found that the issue is limited to US and Canadian market vehicles, because the CAN-C ("Star") communication connector is used only on the 2.4L engine which is only available in the US and Canadian markets.
- Root cause was determined to be corrosion of the Star communication connector due to exposure to moisture. The Star communication connector is located under the rubber sub-flooring and above the metal floor in front of the driver's seat. The moisture passes through two holes that are located in the rubber sub-flooring and onto the Star Connector itself. Between February 25 and 29, 2016, Product Related Issue ("PRI") #16-088-01 was opened with the FCA Italy, the Tofas Assembly Plant ("TAP") and the Baltimore Transportation Center ("BTC"). A process and repair procedure was created to relocate the Star communication connector away from the moisture for VM vehicles currently at these locations.
- On March 3, 2016, the rework procedure was approved for the vehicles held at TAP. Rework at TAP was completed on March 5, 2016.
- On March 7, 2016, the rework procedure was released for the BTC. As of April 5, 2016, rework at the BTC is ongoing.
- On March 11, 2016, FCA Italy engineering provided the results of the February 23, 2016 meeting vehicle functionality request which included a matrix of the possible vehicle function scenarios that could take place depending on which of the six Star communication connector communication circuits were interrupted due to corrosion.
- Between February 18 and March 21, 2016, FCA US engineering completed testing to determine which of the possible vehicle function scenarios from the FCA Italy matrix could result in a compromised safety system by individually disconnecting each of the six Star communication connector communication circuits.
- The February-March, 2016, test results show that five of the six circuits gave various service warnings, but the sixth circuit for the Transmission Control Module ("TCM") communication circuit did not provide a warning to the customer. This condition could lead to an unrequested shift to neutral the next time the vehicle stops. Once this occurs, the operator would not be able to shift into any gear and upon turning off the vehicle it will not restart unless communication is re-established.
- The Star communication connector has been in the floor location from September 26, 2014, start of production in 2015 MY, to March 5, 2016, the end of the suspect period is VIN (G6C34458) when the Star communication connector was relocated at TAP.
- Between February 18 and March 2, 2016, the TAP revised the process to move the Star communication connector from the original floor location to a location in the instrument panel

("I/P") to prevent further moisture related issues. This change is similar to the PRI #16-088-01 process and repair procedure.

- As of April 7, 2016, FCA US is aware of 50 field reports related to the Star communication connector.
- On March 31, 2016, FCA Italy determined, through the Campaign Committee, to conduct a voluntary safety recall of the affected vehicles.