

Part 573 Safety Recall Report

24V-132

Manufacturer Name : Chrysler (FCA US, LLC)**Submission Date :** FEB 22, 2024**NHTSA Recall No. :** 24V-132**Manufacturer Recall No. :** 10B**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 : 338,238

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 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 upper control arm ("UCA") pinch bolts that were damaged during vehicle assembly.

The suspect period began on December 3, 2020, when the first 2021 MY vehicle was produced, and ended on May 30, 2023, when the UCA torque strategy was updated at the vehicle assembly plant. Vehicle production torque records were used to identify the suspect period.

Similar vehicles not included in the recall were built at a different vehicle assembly plant with a more robust torque strategy or were built after the suspect period.

The total affected vehicles for this model is 249,752

Production Dates : DEC 03, 2020 - MAY 30, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 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 upper control arm ("UCA") pinch bolts that were damaged during vehicle assembly.

The suspect period began on December 19, 2021, when the first 2022 MY vehicle was produced, and ended on May 30, 2023, when the UCA torque strategy was updated at the vehicle assembly plant. Vehicle production torque records were used to identify the suspect period.

Similar vehicles not included in the recall were built at a different vehicle assembly plant with a more robust torque strategy or were built after the suspect period.

The total affected vehicles for this model is 88,486.

Production Dates : DEC 19, 2021 - MAY 30, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : A damaged pinch bolt may break and result in the loss of clamp load between the UCA ball joint and the knuckle.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A loss of clamp load may result in the UCA separating from the knuckle and the wheel falling outboard, which can cause a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : Driver may notice an abnormal noise when driving over bumps.

Involved Components :

Component Name 1 : Pinch bolt

Component Description : Bolt M10x1.50x68.00

Component Part Number : 06512994AA

Supplier Identification :

Component Manufacturer

Name : MNP CORPORATION

Address : 44225 UTICA RD

UTICA Michigan 48317

Country : United States

Chronology :

- On June 26, 2023, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation into 2021-2023 MY WL Jeep Grand Cherokee and Jeep Grand Cherokee L Vehicles that may have an UCA with a damaged pinch bolt.
- From June 2023, through January 2024, FCA US TSRC, Engineering and Manufacturing analyzed vehicle build records, tested parts and reviewed assembly methods to determine the suspect population of vehicles.
- As of January 24, 2024, FCA US is aware of one customer assistance record, 18 warranty claims, and one field report potentially related to this issue for all markets with dates of receipt ranging from March 2, 2022, to October 18, 2023.
- As of January 24, 2024, FCA US is not aware of any accidents or injuries potentially related to this issue for all markets.
- On February 15, 2024, 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 UCA pinch bolts.

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 a vehicle assembly issue where the UCA pinch bolt torque strategy could result in damage to the pinch bolt. The remedy will be to replace the pinch bolts.

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

Recall Schedule :

Description of Recall Schedule : **02/22/2024: FCA US will notify dealers and begin notifying owners on or about 04/12/2024.

Planned Dealer Notification Date : APR 12, 2024 - APR 12, 2024

Planned Owner Notification Date : APR 12, 2024 - APR 12, 2024

* NR - Not Reported



New Safety Recall Advanced Communication – 10B

FCA US LLC (FCA US) has announced a safety recall on certain 2021-2023 model year (WL) Jeep Grand Cherokee and 2022-2023 model year (WL) Jeep Grand Cherokee L vehicles.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles may have Upper Control Arm (UCA) pinch bolts that were damaged during vehicle assembly. A damaged pinch bolt may break and result in the loss of clamp load between the UCA ball joint and the knuckle. A loss of clamp load may result in the UCA separating from the knuckle and the wheel falling outboard, which can cause a vehicle crash without prior warning.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to replace the UCA pinch bolts. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 2nd Quarter of 2024.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations
FCA US LLC



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 27, 2024

Ms. Karen Blaesser
Sr. Manager - Campaign Administration & Execution
Chrysler (FCA US, LLC)
800 Chrysler Drive
Auburn Hills, MI 48326

NEF-107ES
24V-132

Subject: Loss of Control from Steering Knuckle Separation

Dear Ms. Blaesser:

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:

JEEP/GRAND CHEROKEE/2021-2023

Mfr's Report Date: February 22, 2024

NHTSA Campaign Number: 24V-132

Components:

STEERING:LINKAGES:KNUCKLE:SPINDLE:ARM
SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT

Potential Number of Units Affected: 338,238

Problem Description:

Chrysler (FCA US, LLC) is recalling certain 2021-2023 Jeep Grand Cherokee L and 2022-2023 Jeep Grand Cherokee vehicles. The upper control arm ball joint and steering knuckle may separate and cause the wheel to fall outward, resulting in a loss of vehicle control.

Consequence:

A loss of vehicle control increases the risk of a crash.

Remedy:

Dealers will replace the upper control arm pinch bolts, free of charge. Owner notification letters are expected to be mailed April 12, 2024. Owners may contact FCA US, LLC customer service at 1-800-853-1403. FCA's number for this recall is 10B.

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.nhtsa.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Chrysler (FCA US, LLC)'s contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement