

FCA US LLC Chronology
2014 Ram ProMaster Ignition Switch
Submitted on November 24, 2015

- On May 12, 2015, the Saltillo Van Assembly Plant (“SVAP”) identified a single case of instrument panel illumination drop-out during a dynamic test of a Ram ProMaster (“VF”) vehicle. The source of the issue was traced to the ignition switch which was removed from the vehicle and sent to the supplier for analysis.
- FCA Italy S.p.A. (“FCA Italy”) initiated an investigation at the supplier of the ignition switch based on five returned parts from the field (two EMEA and three NAFTA). Returned switch build dates ranged from October 10, 2014 to April 14, 2015.
- As part of FCA Italy’s investigation, the manufacturing process was evaluated from May 12 – 15, 2015. It was determined that a lack of tooling maintenance controls at the ignition switch supplier’s manufacturing plant likely contributed to the intermittent loss of electrical contact witnessed in the field return switches. It was established that the insufficient design of the cam rivet along with mis-alignment of the fixation ring contributed to the tilting of the switch on the assembly pallet. These two conditions could lead to an improperly assembled switch that may experience intermittent contact.
- In late May 2015 the supplier began a series of tooling upgrades and maintenance improvements to resolve the multiple tooling issues found within their manufacturing process. The supplier purchased new cam tooling, cam alignment instrumentation and sensor equipment with more robust process monitoring to validate the ignition switch function.
- On June 16, 2015, the investigation indicated that some VF vehicles could experience an intermittent loss of electrical contact inside the ignition switch. An intermittent loss of contact can result in partial or complete drop-out of the following safety systems: Airbags, Anti-Lock Brakes, Electronic Stability Control and/or Instrument Panel Cluster.
- Based on the investigation, FCA Italy indicates the last shipment of known good parts was in mid-October of 2014.
- Certified good part shipments from the supplier began on June 17, 2015. The recommended suspect period from FCA Italy is defined as October 1, 2014 to June 17, 2015 at SVAP.
- On July 21, 2015, the FCA US LLC (“FCA US”) Vehicle Safety and Regulatory Compliance organization became aware that FCA Italy opened an investigation on the 2015 MY Ducato (290) ignition switch, which is also used in the 2015 MY VF.
- On November 2, 2015, FCA Italy determined a defect with regard to the 2015 MY Ducato (290) van ignition switch.
- FCA US submitted a report of foreign defect determination to NHTSA on November 6, 2015, identifying the 2015 ProMaster as a substantially similar vehicle to the 2015 Ducato (290).
- FCA US’ further investigation found no basis to distinguish the ignition switch application in the VF from the Ducato (290).
- As of November 16, 2015, FCA US is aware of two CAIRs, zero VOQs and twelve field reports potentially related to this issue.
- As of November 16, 2015, FCA US is unaware of any accidents, injuries, and/or fatalities potentially related to this issue.
- On November 17, 2015, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.