



July 1, 2014

Ms. Nancy Lummen Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
Room: W48-302  
1200 New Jersey Ave. SE  
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR Part 573.6, Defect and Noncompliance Reports, which contains details of a safety defect in vehicles as determined by Chrysler Group LLC.

**573.6(c)(1): Manufacturer's Name, Brand Name**

Chrysler Group LLC, Chrysler, RAM, Jeep

**573.6(c)(2)(i): Identification of Affected Vehicles**

Make(s)	Model(s)	Model Year(s)	Inclusive Dates of Manufacture
Chrysler	200	2015	May 21, 2014, to June 5, 2014
RAM	1500	2014	May 21, 2014, to June 5, 2014
Jeep	Cherokee	2014	May 21, 2014, to June 6, 2014

The determination of the recall population is described in Section 573.6(c)(6).

**573.6(c)(2)(iv): Component manufacturer name, address, telephone number, and country of origin:**

Hitachi  
34500 Grand River Ave.  
Farmington Hills 48335  
Phone: (248) 474-2800

**573.6(c)(3): Potentially Affected Vehicle Population**

15,956 (estimated)

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### **573.6(c)(4): Percentage of Affected Vehicles**

Unknown

### **573.6(c)(5): Description of Defect**

Some 2015 Chrysler 200, 2014 Jeep Cherokee and 2014 RAM 1500 vehicles may experience the loss of one of the two attachments on the rear shock, which may result in damage to other Chassis components, leading to a decrease in brake function and/or damage to the tire. The ring loop at the rear shock attachment may have a weld that is insufficient to carry the required loads, due to inadequate inspection processes at the supplier.

### **573.6(c)(6): Chronology of Principal Events Leading to Determination of a Safety Defect**

- On June 6, 2014 Chrysler opened an investigation as a result of the shock supplier (Hitachi) having a KL rear shock ring split during bushing press operation on May 28, 2014. This shock ring is also used on DS and some UF models for rear shocks.
- Prior to contacting Chrysler, Hitachi internally investigated the issue, and found the Tier 2 supplier had improperly welded four tubes used for shock rings.
- The Tier 2 supplier's internal investigation concluded the macro weld operator inspection sheet lacked any objective pass/fail criteria, leaving the operator to make a subjective decision. The operator relied primarily on destructive testing results for the final pass/fail decision. Although destructive testing was performed pursuant to ASTM A 513-00 and JISG-3445, these standards provide for only flattening and flaring tests. The Tier 2 supplier's investigation also found that, during the relevant time period, the operator increased the Kilowatt/ Temperature, changing it from an inadequate weld to a good weld.
- When Hitachi contacted Chrysler, the affected Chrysler assembly plants implemented a parts sort to remove all Hitachi rear shocks built by Hitachi between May 21, 2014 and May 28, 2014, the suspect period identified by Hitachi.
- On June 26, 2014, Chrysler identified the suspect vehicle population. All suspect vehicles within Chrysler's control remain on hold at the plants.
- As of June 18, 2014, Chrysler identified approximately 0 CAIRs, 0 VOQs and 0 field reports related to this issue.
- As of June 11, 2014, Chrysler is unaware of any accidents or injuries potentially related to this issue.
- On June 24, 2014, Chrysler determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall.

### **573.6(c)(8)(i): Description of Remedy**

Chrysler will conduct a voluntary safety recall to inspect and replace the Hitachi rear shocks built between May 21, 2014 and May 28, 2014 on all suspect vehicles not within Chrysler's control on June 26, 2014.

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Chrysler 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, Chrysler, 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.

### **573.6(c)(8)(ii): Dealer and Owner Communication**

Chrysler estimates it will notify dealers and owners in August 2014.

### **573.6(c)(10): Submission of Recall Communications**

Chrysler will provide representative copies of the dealer and owner letters to NHTSA's Recall Management Division when available.

### **573.6(c)(11): Manufacturer's Campaign Number**

Chrysler has assigned recall number P37 to this action.

Sincerely,



**Philip Hartnagel**  
Product Investigations and Campaigns Senior Manager

cc: Frank Borris, NHTSA