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By Recall Management Division at 9:50 am, Oct 17, 2013



October 1, 2013

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, Jeep

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

Make(s)	Model(s)	Model Year(s)	Inclusive Dates of Manufacture
Jeep	Grand Cherokee	2014	January 8, 2013 to August 20, 2013

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:

TRW Automotive (ABS Module)
12001 Tech Center Drive
Livonia, MI 48150
Country of Origin: USA
734-855-3864

N.S. International, Ltd. (Cluster Module)
800 Kirts Blvd. Suite 300
Troy, MI 48084
Country of Origin: USA
248-244-8868

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

91,559 (estimated)

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

Unknown

573.6(c)(5): Description of Defect or Noncompliance

Some Jeep Grand Cherokee vehicles may experience random illumination of multiple cluster warning lights or loss of full or partial cluster illumination which may result in FMVSS 101 & FMVSS 126 noncompliance and loss of anti-lock brake system / electronic stability control system function. Randomly occurring illumination of ABS, ESC, brake, airbag, check engine lights, loss of speedometer illumination, and loss of cluster backlighting can be caused by anomalies in anti-lock brake system (ABS) module internal communications, cluster module software, and/or vehicle electrical grounding.

Random disruptions of internal ABS communications between the microprocessor and the application-specific integrated circuit (ASIC) may result in other vehicle systems not getting necessary ABS information, as well as the illumination of multiple warning lights. Additionally, similar functional issues involving the cluster and speedometer lighting may go dark due to deficient cluster module software graphic memory allocation, and power management system transition strategies. Furthermore, review of field reports indicated lower alternator ground fastener torques associated to cluster illumination concerns.

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

- In April 2013, Chrysler's Regulatory Affairs department opened an investigation of 2014 WK cluster warning lamp illumination as a result of isolated reports from early production vehicles.
- The instances of multiple cluster warning light illumination or loss of full or partial cluster illumination were infrequent and random in behavior and, thus, was monitored for trends through September 2013. The conditions were difficult to reproduce because they appeared to resolve themselves after a key off and vehicle sleep cycle.
- On May 10, 2013, Electrical Engineering implemented a production ABS module software enhancement to improve internal ABS module communications robustness with the understanding root cause was still under investigation.
- In June 2013, Regulatory Affairs was made aware of additional cluster functional issues. These included the previously monitored warning lights but additionally included related

instances of the cluster and speedometer lighting potentially going black. The additional cluster issues also appeared to be random and infrequent in nature. Reports indicated the condition appeared to resolve itself with a key off and vehicle sleep cycle.

- On August 20, 2013, Cabin Electrical Engineering implemented a production software enhancement to change methods of graphic memory allocation as well as modifications to the power management system transition strategies.
- Further reviews of field reports also indicated narratives which associated lower alternator ground fastener torques to cluster illumination concerns. Despite field reports of tightening alternator ground fasteners resolving cluster illumination concerns, the relationship between cluster behavior and torque could not be conclusively correlated.
- In September 2013, further analysis of field data showed an increasing number, frequency, and repeat occurrences of cluster illumination as well as cluster blackout occurrences. Analysis of field data indicates previously implemented production software enhancements to be effective in mitigating cluster concerns.
- The combined suspect period conclusion date for the ABS module, the cluster, and the alternator ground fastener torque in production was established on August 20, 2013 at Jefferson North Assembly Plant with the implementation of updated cluster software.
- There are approximately 166 customer complaints, 4 VOQs and 175 field reports related to this issue.
- As of September 19, 2013, Chrysler is unaware of any accidents or injuries potentially related to this issue.
- On September 24, 2013, Chrysler determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall.

573.6(c)(7): Information Used in Determination of a Noncompliance

Not applicable.

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

Chrysler will conduct a voluntary safety recall to flash the ABS and cluster modules with updated software and tighten the alternator ground fastener on all affected vehicles.

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.

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

Chrysler plans to begin notification of dealers and owners in November 2013. Chrysler will provide the dealer and owner letters when available.

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

Chrysler will provide the dealer and owner letters when available.

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

Chrysler has assigned recall number N58 to this action.

Sincerely,



Kristin J. Kolodge
Product Investigations and Campaigns Senior Manager

cc: Frank Borris, NHTSA