

**CHRYSLER**

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March 1, 2011

Mr. Claude Harris  
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 Mr. Harris:

Attached is Chrysler Group LLC's ("Chrysler Group") Defect Information Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which contains details of a potential safety related defect in some 2010 model year Dodge Grand Caravan, Chrysler Town & Country and Dodge Journey vehicles.

Chrysler Group will conduct a voluntary safety recall to replace the WIN modules on all affected vehicles.

Sincerely,

A handwritten signature in black ink that reads "David D. Dillon".

David D. Dillon

Enclosure: Defect Information Report for Chrysler Recall L02

cc: Frank Boris, NHTSA

# DEFECT INFORMATION REPORT FOR CHRYSLER GROUP LLC

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**Submission Date:** February 25, 2011

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

Chrysler Group LLC, Dodge, Chrysler

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

Make(s)	Model(s)	Model Year(s)	Inclusive Dates of Manufacture
Dodge	Journey	2010	Aug. 3, 2009 – June 17, 2010
Dodge	Grand Caravan	2010	Aug. 3, 2009 – June 17, 2010
Chrysler	Town & Country	2010	Aug. 3, 2009 – June 17, 2010

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

Continental Corporation  
4685 Investment Dr.  
Troy, MI 48098  
(248) 209-4000  
Country of Origin: Mexico

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

248,437 (estimated)

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

3% (approximate)

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

Some vehicles may experience inadvertent ignition key (WIN/FOBIK) displacement from the run to accessory position while driving causing the engine to shut off.

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

- On September 2, 2010, an internal investigation was initiated to evaluate an increased number of reports of the engine shut off or stalling in the affected vehicles.
- The investigation ultimately determined that an engine shut off condition can occur if a vehicle is started and the key FOB is released and springs back to its intended ON position, but over travels and hangs up between the ON and ACC detents. Harsh roadway conditions or driver interaction with the key FOB can cause the key FOB position to move to either the ON or ACC detent position. Movement to the ACC (or Accessory) detent position will shut down engine power.
- The elevated levels of complaints in the affected vehicles were traceable to a WIN/FOBIK design that was supplied by the component manufacturer. The investigation also revealed that -- beginning on January 25, 2010 for JC, April 6, 2010 for RT and June 17, 2010 for RM -- the supplier of the WIN/FOBIK assembly was changed and a new WIN/FOBIK design was introduced for the JC, RT and RM vehicles. The new WIN/FOBIK design was reviewed and determined to be more robust, which was also evident by the significant decline in engine shut off complaints after this design went into production.
- There are approximately 32 customer complaints and 465 warranty claims for the affected vehicles alleging inadvertent engine shut off while driving. Chrysler is aware of 2 alleged rear end collisions arising from the condition.
- The affected vehicles will be serviced with the new WIN/FOBIK design.
- This information was presented to the Vehicle Regulations Committee on February 22, 2011, which decided to conduct a safety recall

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

N/A

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

Chrysler will conduct a voluntary safety recall to replace the WIN modules 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)(10): Dealer and Owner Communications**

Chrysler plans to begin notification of dealers and owners in April 2011.  
Chrysler will provide the dealer and owner letters when available.

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

Chrysler has assigned recall number L02 to this action.