

# Part 573 Safety Recall Report

# 18V-556

**Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** AUG 23, 2018**NHTSA Recall No. :** 18V-556**Manufacturer Recall No. :** U88**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 : 4,171

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2018-2019 RAM 1500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** Some 2018-2019 model year Ram 1500 vehicles built from April 23, 2018 to August 8, 2018, may be equipped with a rear axle that was delivered from the supplier with an inadequate oil level.

The recall population was determined through an understanding of the process failure mode at the supplier, the serial numbers of the axles potentially affected, and traceability analysis from those serial numbers to the affected vehicle population. Similar 2018-2019 model year Ram 1500 vehicles not included in the recall were not identified by supplier production records and traceability information as potentially being built with a rear axle containing an inadequate oil level.

Production Dates : APR 23, 2018 - AUG 08, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** The rear axle assembly may have an inadequate oil level which may cause the axle gears and bearings to generate excessive heat and wear, create a whine or growling noise, and the rear axle may fail prematurely.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** A rear axle assembly that fails prematurely may result in a loss of motive power, and may cause the rear axle to seize.

**Description of the Cause :** NR

**Identification of Any Warning :** Operating the truck with an inadequate rear axle oil level will result in rear axle

that can Occur : gear noise (whine or growling) as a warning prior to rear axle failure. If this warning is not heeded, vehicle crash can occur.

## Supplier Identification :

### Component Manufacturer

Name : ZF

Address : 475 Davis Rd  
Marysville MICHIGAN 48040

Country : United States

## Chronology :

- On August 8, 2018, the FCA US Vehicle Safety and Regulatory Compliance (“VSRC”) organization was informed of an issue with inadequate oil level on RAM 1500 rear axles.
- On August 9, 2018, an investigation was opened for this issue based on eleven warranty claims.
- On August 11, 2018, Rapid Response Transmittal (“RRT”) 03-001-18 was issued to authorize inspection and repair of unsold vehicles for this condition.
- As of August 16, 2018, FCA US identified one CAIR, no VOQs and one field report related to this issue.
- As of August 16, 2018, FCA US has identified 11 warranty claims related to this issue, or 2.6 c/1000 in the affected population.
- As of August 16, 2018, FCA US is aware of one accident and no injuries potentially related to this issue.
- On August 16, 2018, 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 inspect all vehicles affected for rear axle oil level. The rear axle will be replaced on those vehicles found with no, or low, oil. This Voluntary Safety Recall will supersede the RRT and also include the sold population.  
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 : Part Name: Rear axle  
Part Description: Rear axle  
Part Number: 68334751AD, 68334752AD, 68334753AD, 68334755AD,

68334756AD, 68334757AD

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

**Recall Schedule :**

Description of Recall Schedule : 8/23/18: FCA US will notify dealers and begin notifying owners on or about October 12, 2018.

Planned Dealer Notification Date : OCT 12, 2018 - OCT 12, 2018

Planned Owner Notification Date : OCT 12, 2018 - OCT 12, 2018

\* NR - Not Reported