

FCA US LLC Chronology
Low Torque on Seat Fasteners
Submitted on August 9, 2016

- On February 5, 2016, during a Buzz Squeak Rattle (“BSR”) evaluation at the FCA US LLC (“FCA US”) Toledo North Assembly Plant (“TNAP”) a loose rear 60% seat fastener was identified. The Tier 1 seat supplier was notified via a supplier liaison at the TNAP. The seat was returned to the Tier 1 supplier for investigation.
- The supplier’s investigation determined that between July 29, 2013, and February 5, 2016, a software bypass process used during the assembly of the KL first and second row seats was responsible for shipment of the low torque seat fastener found during the TNAP BSR evaluation. According to the process, the operator has two attempts to achieve the proper torque on fastener joints. After two attempts, the supervisor badges in and has two attempts to achieve the proper torque. If the joint or torque does not pass after these four attempts, then the seat is bypassed to the rework conveyor. There was a fault in the bypass software that placed the defective seat in the shipping container to TNAP instead of on the rework conveyor.
- On February 6, 2016, the Tier 1 supplier notified FCA US Supplier Quality at the TNAP.
- On February 8, 2016, the Tier 1 supplier notified FCA US Supplier Quality of the first and second row seat fastener torque issue.
- On February 17, 2016, the FCA US Vehicle Safety and Regulatory Compliance (“VSRC”) organization was notified and opened an investigation into the low torque on the fasteners on the 2014-2016 MY KL first and second row seats.
- On February 12, 2016, the Tier 1 supplier provided FCA US Supplier Quality with VIN lists.
- Between February 17, 2016, and February 29, 2016, an initial FCA US VSRC investigation was conducted and additional information was requested on the rework procedures, pictures and VIN lists.
- On March 17, 2016, the Tier 1 supplier provided the FCA US VSRC with individual inspection and repair procedures.
- On March 8, 2016, the FCA US VSRC met with FCA US Seat Engineering to review the information provided by the Tier 1 supplier.
- As a result of the data review, it was determined that 18 different fasteners were potentially affected with no single vehicle having more than one suspect fastener. The majority (98%) of the conditions were isolated to the rear seat assembly.
- On March 17, 2016, the Tier 1 supplier provided fastener part numbers to be included with the inspection and rework procedures.
- On March 18, 2016, the FCA US VSRC met with FCA US Supplier Quality to error-proof the Tier 1 supplier’s manufacturing process and to perform a pass-fail analysis.
- On March 22, 2016, the FCA US VSRC met with FCA US Supplier Quality to discuss the overall investigation timeline.
- On March 29, 2016, the Tier 1 supplier and FCA US Seat Engineering provided feedback on the seat structural analysis for each suspect fastener location.
- Between April 5, 2016, and June 20, 2016, the Tier 1 supplier and FCA US Seat Engineering created a Finite Element Analysis (“FEA”) and illustrations using Federal Motor Vehicle Safety Standard (“FMVSS”) 207 and 210 seat structure load cases that demonstrate how each of the seat suspect fasteners is loaded.
- Between June 29, 2016, and July 18, 2016, the investigation was presented twice to the FCA US VSRC Management for review and a request was made for clarification on the FEA model and locations of the first or second row seat suspect fastener(s).

- The scope was determined to be vehicles built between July 29, 2013, start of production (“SOP”) for the 2014 MY KL and February 5, 2016, when the bypass software was corrected for production at the Tier 1 supplier.
- As of July 29, 2016, FCA US identified zero CAIRs, VOQs or field reports related to this issue.
- As of July 29, 2016, warranty is zero at 0c/1000.
- As of July 29, 2016, FCA US is unaware of any accidents or injuries potentially related to this issue.
- On August 2, 2016, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.