

1 Problem

DELAY OF RECALL REPAIRS FIRES UP NHTSA

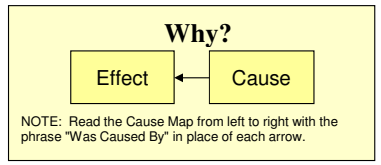
Cause Map

What	Problem(s)	Fuel-tank fires, recall, delay in repairs
When	Date	Recall June 18, 2013
		Questioned by NHTSA July 2, 2014
	Different, unusual, unique	Parts unavailable for over a year
Where	Facility, site	Jeep
	Unit, area, equipment	1.56M Grand Cherokees (ZJs) from 1993-1998 & Libertys (KJs) from 2002-2007
	Task being performed	Rear-end crashes

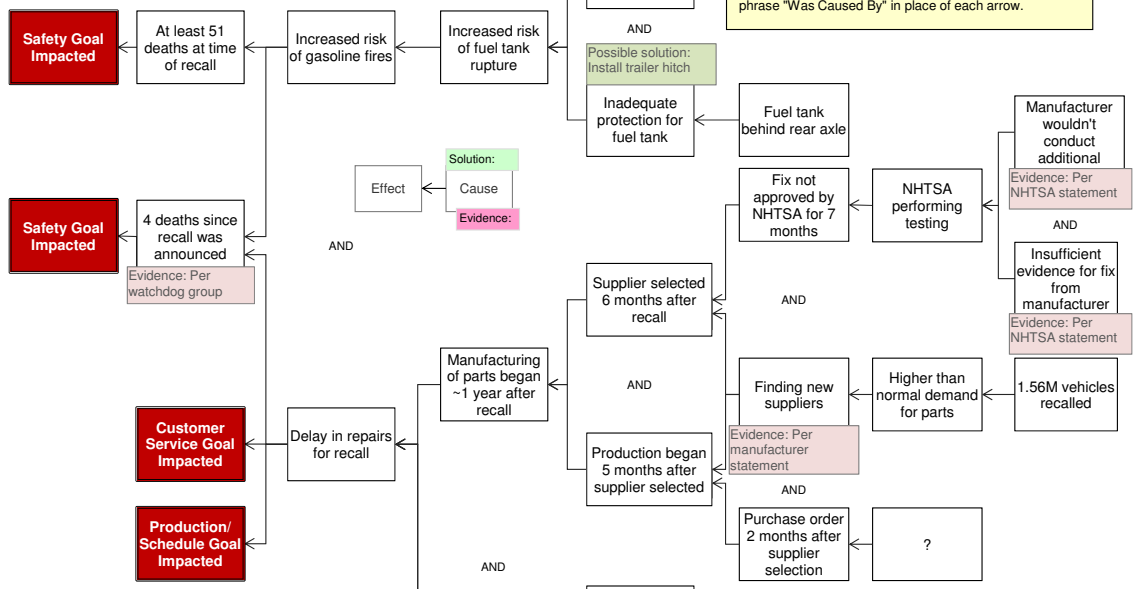
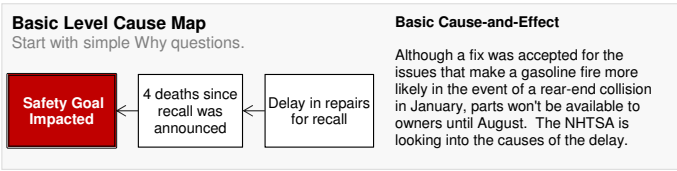
Agency questions why owners will have to wait over a year from recall to get fix

Impact to the Goals	
Safety	At least 51 deaths at time of recall
Customer Service	4 deaths since recall was announced
Production/ Schedule	Delay in repairs for recall

More Detailed Cause Map - Add detail as information becomes available.



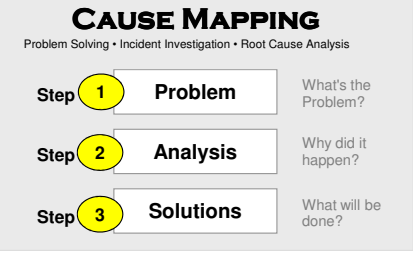
2 Analysis



Timeline

Date	Description
June 18, 2013	1.56 million Grand Cherokee & Liberty vehicles recalled Proposed fix: add a trailer hitch assembly NHTSA links 51 deaths to problem
August to January	NHTSA testing
December 6, 2013	Supplier chosen for trailer hitches
January 13, 2014	NHTSA accepts trailer hitch assembly as remedy
January 29, 2014	Trailer hitches ordered
April 2014	Manufacturer announces parts for repairs won't be available until August
May 14, 2014	First trailer hitches for recall built
July 2, 2014	Center for Auto Safety executive director says 4 more people have died due to recall issue
	Manufacturer responds that these crashes were at higher energy levels than federal requirements for rear-impact crashworthiness
	NHTSA questions manufacturer about delay in supplies
July 16, 2014	Response to NHTSA questions given

Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.



"For many owners, a recall remedy deferred by parts availability easily becomes a defect remedy denied. Moreover, additional delays in implementing this recall with inure to Chrysler's benefit at the expense of vehicle owner safety."

- O. Kevin Vincent, Chief Counsel
National Highway Traffic Safety Administration (NHTSA)

For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.

ThinkReliability

Investigate Problems. Prevent Problems.
Houston, Texas 281-412-7766 ThinkReliability.com