GM Earns Seven Awards in Annual Dependability Survey

Based on survey responses from more than 34,000 original leader in the highly competitive ment.

Quality counts - and JD Power owners of 2012 model-year vehihas counted GM's quality quite cles, the 2015 Vehicle Dependability Study finds that the

Midsize Car segment.

And, for the third year in a row, the Chevrolet Camaro ranks high-Chevrolet Malibu is the segment est in the Midsize Sporty Car seg-

Chevrolet ranked higher than first and second in the Large ever in this study, said GM spokeswoman Susan Waun.

In addition, the GMC Sierra LD and Chevrolet Silverado LD rank Light Duty Pickup segment and the Chevrolet Silverado HD and

info@detroitautoscene.com

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Detroit Auto Scene®

"FIRST IN THE HEART OF DETROIT"

MARCH 2, 2015

VOL. 83 NO. 8

ESTABLISHED 1933 AS NEW CENTER NEWS AND 1983 AS OAKLAND TECH NEWS

Icy Cold Winter Testing Ramps Up Ram Trucks

Winter is here and it has hit to reproduce the harsh environmetro Detroit hard.

That's why Fiat Chrysler spends so much time and effort winter-testing its trucks, said Fiat Chrysler spokesman Nick Cappa.

"When you own a truck, you need to have it work every time you turn the key," Cappa said.

"Be honest. It's great to have the confidence of knowing no matter how cold it gets - and right now where I am is 20 degrees below zero – your truck is going to start.

"And we can offer the Ram truck driver that confidence because we winter-test our vehi-

The winter testing is done at facilities Fiat Chrysler uses in Houghton, Mich., and Bemidji, Minn. When it gets cold at these facilities and other hostile winter areas, that's the cue for Ram Engineering to suit up and run severe cold weather and plow testing, Cappa said.

Every year, the truck engineering teams take advantage of the naturally reoccurring elements

ments some customers and operators experience. Although the conditions are far from humanly comfortable, those folks running a "Cold Trip" could not ask for a finer setting, Cappa said.

"Only a small percentage of Ram truck owners will subject their truck or van to the harshest winter conditions. But, for those who do, our durability testing procedures instill confidence,' said Mike Cairns, director of Ram Truck Engineering.

"When it's minus-20 outside and I walk up to my Ram Truck on a morning of a Michigan winter, I have a sense of self-reliance and assurance that my truck will start, warm up quickly and run well because I know that we have tested and verified our trucks to perform in these harsh environments. We want every Ram customer to feel that way.'

Ram Engineering conducts a multitude of lab tests at the company's Technical Center in Michi-

CONTINUED ON PAGE 4



2015 Ram 2500 Tradesman Crew Cab 4x4 plow truck

Assembly Line Workers Key to F-150 Launch

production of the 2015 Ford F-150 pickup truck.

Since May 2013, more than 8,000 skilled trades and production workers at Ford's Dearborn Truck Plant and Kansas City Assembly Plant have undergone an intensive training program to support production of the new Ford F-150, said Ford spokesman Mike Levine.

Production at the Dearborn facility started last November. The company has started building pre-production trucks at the Kanas City facility. He said that Ford should have full production basis. at both plants up and running

The production training program to bring workers up to date at both plants was designed to support F-150's innovative manufacturing process, which incorporates the latest in advanced materials and forming and joining technologies, including a cutting-edge riveting operation system versus conventional welding, Levine said.

Totaling more than 400 hours of in-class and hands-on courses, the skilled trades program covers everything from installing and configuring new equipment for the production line to constructing the truck's advanced electrical control system.

"Through this program, we have armed both our skilled trades and production workers with the skills necessary to produce the next generation of vehicle technology," said Aris

and Work Force Readiness man-

"Our workers now are able to deal with the latest in automotive manufacturing technology and, as a result, keep production on schedule to deliver best-inclass, quality trucks to our customers.

A unique element of the overall program is the "train the trainer" model. Janitens said, in which the workers become subject matter experts on the new equipment, enabling them to train the crew they work with on a daily

The new manufacturing

It's full speed ahead for the Janitens, Ford Launch Planning process called for the overhaul of both Dearborn Truck and Kansas City Assembly facilities, Janitens said.

> Dearborn Truck saw its largest manufacturing transformation in decades wherein legacy manufacturing equipment was replaced with the latest in production technology, including:

> • New press lines to help stamp four different types of aluminum alloys that assist with lightweighting the vehicle cab and box.

 New hydroforming lines to use fluid pressure to form metal

CONTINUED ON PAGE 2



Ford trains the trainers for production of the new F-150 pickup truck.

Golden Mousetrap Award **Goes to Dow for Adhesive**

As the saying goes, build a better mousetrap and the world will beat a path to your door.

Well. Dow Automotive Systems has built that better mousetrap and has the award to prove it.

The company's BETAMATE 1630 structural adhesive has been selected as the winner of a 2015 Golden Mousetrap award in the category of Materials Assembly: Fastening, Joining and Assembly Components.

The Golden Mousetrap program recognizes design, engineering, and manufacturing in North America and was hosted by UBM Canon and Design News. The Mousetrap awards were given out Feb. 12 at a special dinner in Anaheim, Calif.

Used to bond the body structure of automobiles during assembly, BETAMATE 1630 enables the use of dissimilar substrates like carbon fiber composites, aluminum or lightweight steel to achieve weight savings, improved fuel and assembly efficiencies, and sustainability.

Dow Auto strategic marketing manager Ana Wagner said that it was an honor to win the award and be recognized for the work Dow chemists and engineers had done with adhesives.

"Adhesives have become very important in automobile manufacturing," Wagner said. "Lightweighting is the key. While adhesives don't weigh much, what adhesives allow manufacturers to

do results in vehicles weighing

Being able to bond dissimilar materials together makes it possible to reduce weight, Wagner said. And additional performance advantages include improved crash safety, vehicle durability, and design flexibility.

The continuous bead of adhesive helps reduce noise and vibrations and the need for mechanical fasteners is reduced or eliminated.

The adhesive is also designed to be easy to apply, providing benefits on the assembly line as well as in the finished vehicle.

"BETAMATE 1630 is a global product," said Mansour Mirdamadi, chief engineer, Dow Automotive Systems. "This allows us to support global vehicle platforms and security of supply, while helping streamline the customer approval and specification process.

"Additionally, this structural adhesive provides sustainability benefits by supporting vehicle lightweighting, durability and longevity, and manufacturing effi-

"It helps customers meet a wide variety of targets.'

BETAMATE 1630, after being named one of the 100 most technologically significant products introduced in the past year by R&D Magazine, also received a 2014 R&D 100 award, said Dow spokeswoman Chris Swart.

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31201 Chicago Road South Warren, Michigan 48093

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Assembly Line Workers Key to F-150 Launch

CONTINUED FROM PAGE 1

tubes into structurally strong support rails.

- · New chemical and heat treat area for corrosion resistance and material hardening results in stronger, more durable materi-
- Implementation of a closedloop aluminum recycling system process in which all aluminum assembly scrap is collected and sorted so it can be used again in new F-150s - a process that saves energy and lowers cost.
- Investment in 500 new robots in the all-new body shops to conduct state-of-the-art joining technology, resulting in a tougher, more durable
- Updated paint shops with dirt detection technology and increased automation for more durable paint application.

"An effective vehicle launch starts by understanding the current processes and constraints of an assembly plant to align them with the new parts and processes that are being rolled out," said Brian Miller, truck launch manager for Kansas City Assembly Plant.

"But the most important part of a successful launch is the people. The people on the assembly line are key to producing the best truck on the road today.'

The training program has resulted in the successful launch of the 2015 F-150 at Dearborn Truck Plant, Janitens said. Kansas City Assembly Plant is on plan to start building production trucks by the end of the first quarter of 2015.

Combined, Dearborn Truck and Kansas City Assembly will have capacity to produce more than 700,000 Ford F-150 pickups per year for availability in 90 markets globally.

GM Recalls 67,000 Cadillac ATSs for Sunroof Issues

DETROIT (AP) - General Motors is recalling about 67,000 Cadillac ATS compact sports sedans to fix a problem with the power sunroof controls.

The recall affects cars from the 2013 through 2015 model years. GM says the sunroofs can automatically close if the non-recessed switches are even partly touched. The recall is being done because the switches can be activated with less force than allowed under federal safety

GM found the problem in testing a 2016 model in January. The company says it knows of no crashes or injuries. Repairs were made at the factory and dealers have been told to stop selling cars on their lots until they are

Dealers will replace a switch trim plate to fix the cars, which mainly were sold in the U.S. and Canada.

Students to Hand-Draw Future Dodge in Design Contest

by Jim Stickford

What better place to show off just what young potential car designers can do than at the 2015 Autorama, which will be held at the Cobo Center in downtown Detroit March 6-8.

Fiat Chrysler spokeswoman Gabrielle Schulte said that the company is hosting its third annual student high school car design competition.

'We call it the 'Detroit Autorama High School Design Competition," Schulte said. "I know that's a mouthful to say. But for the past couple of years, Fiat Chrysler has been holding a competition at the Autorama show.

'We ask high school students who are interested in car design to submit a car design based on a criteria we give them. This year, students were asked to design a Dodge brand vehicle for model year 2025.

The first two competitions were local, Schulte said. This year's is, for the first time, national.

DETROIT AUTO SCENE

"We've asked students from across the country to submit their designs," Schulte said. "The only limits were the size of the paper, and that the design be hand-drawn using actual writing tools, as opposed to being created on a computer. We think a student's real talent comes through when he or she puts pen or pencil to paper."

Schulte credits head of SRT and Mopar Design Mark Trostle for promoting this competition as well as other efforts to attract the young to automobile design.

"Mark believes in attracting young people to this part of the business," Schulte said. wants them to know they can use their full creative artistic talents working in the auto industry.'

And, by making the competition national, Fiat Chrysler casts a wider net, Schulte said.

We've received more than 100 designs from high school students across the country," Schulte said. "That's very encouraging, and we've also noticed that there's been a great mix of designs coming from high school boys and girls. It's very exciting to see these kids' designs. They're very talented."

The first prize award, which

will be presented on Friday, March 6, is a \$60,000 scholarship to the Center for Creative Studies (CCS) in car design, Schulte said.

MARCH 2, 2015

Fiat Chrysler also will be giving out several MAC Book Pros and other winners will be sent to a special three-week summer course in car design at CCS.

Chrysler Vehicles for Middle East Will Be Shipped from Delaware Port

Fiat Chrysler will begin exporting vehicles from the port of Wilmington, Del., in March.

Vehicles from Fiat Chrysler North America plants in Michigan, Illinois, Ohio, and Ontario, Canada, destined for the Middle East will be routed to the Autoport terminal beginning March 1.

That's where they will be loaded on vessels managed by Liberty Global Logistics and Hoegh Autoliners, said Bill Cook, head of Fiat Chrysler US Logistics and Customs.

Previously, these vehicles were shipped out of the port of Raltimore.

"FCA US made the decision to use the Wilmington port based on Autoport's expertise in handling Middle East exports for other OEMs as well as a strategic alignment with deep sea ocean carriers," said Cook.

"The expansion of our export operations is important to FCA US as we continue to increase distribution of finished vehicles worldwide."





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MARCH 2, 2015 "FIRST IN THE HEART OF DETROIT SINCE 1933" PAGE 3

GM Earns Seven Awards in Annual Dependability Survey

CONTINUED FROM PAGE 1

GMC Sierra HD rank first and second in the Large Heavy Duty Pickup segment.

Among all nameplates, and for the first time, Chevrolet, Buick, GMC and Cadillac all rank in the top 10 among brands in the JD Power Vehicle Dependability Study, said Waun.

Overall, Buick ranks second behind Lexus, and is followed by Toyota and Cadillac. Ram is among the nameplates seeing the highest increases in dependability compared with last year.

Among individual vehicle models, GM and Toyota lead the award count, each receiving a total of seven awards, said JD Power spokesman Jeff Young.

The 2015 study tracks 2012 model year vehicles in their third year of ownership, Waun said.

GMC Yukon, Chevrolet Tahoe and Suburban all rank in the Top 3 of the Large SUV segment. These models also filled the Top 3 positions in the Large SUV segment in the 2014 JD Power Initial Quality Study, where the 2014 Chevrolet Suburban and 2014 GMC Yukon ranked highest in a tie, along with the 2014 Chevrolet Tahoe, Waun said.

"GM's customer-driven approach to quality and dependability is breaking through," said Grace Lieblein, vice president, Global Quality.

"Dependability is a top purchase consideration and key to customer loyalty. These awards reflect our commitment to provide customers with the best overall experience in the industry."

Jeff Wrona, executive director of Vehicle Engineering and Pow-

ertrain Quality for GM, echoed what Lieblein said.

"We are very proud of our accomplishments," Wrona said.
"We've working very hard across engineering, design and manufacturing to get these results.

"GM is on a relentless journey to get the voice of our customers' wants and embed them in our products."

The study, now in its 26th year, examines problems experienced during the past 12 months by original owners of 2012 modelyear vehicles, Young said.

Overall dependability is determined by the number of problems experienced per 100 vehicles (PP100), with a lower score reflecting higher quality.

The study has been enhanced in 2015 to better measure the quality of today's vehicles, particularly related to new technologies and features now being offered. The study covers 177 specific problem symptoms grouped into eight major vehicle categories.

The top two problems reported by owners are Bluetooth pairing/connectivity and built-in voice recognition systems misinterpreting commands.

These are also the most frequent problems reported by owners at 90 days, according to the J.D. Power 2014 U.S. Initial Quality Study.

"As we've seen in our Initial Quality Study, owners view in-vehicle technology issues as significant problems, and they typically don't go away after the ownership honeymoon period is over," said Renee Stephens, vice president of U.S. automotive at J.D. Power.

"Furthermore, early indica-

tions from our upcoming 2015 U.S. Tech Choice Study show that vehicle owner expectations of advanced technology capabilities are growing.

"Owners clearly want the latest technology in their vehicles, and they don't hesitate to express their disapproval when it doesn't work. Their definition of dependability is increasingly influenced by usability."

Because issues with technology impact overall dependability, they also impact repurchase intent

The study finds that 56 percent of owners who report no problems with their vehicle say they "definitely will" purchase the same brand next time, compared with 43 percent of those who report three or more problems.

Together with the fact that 15 percent of new-vehicle buyers indicate they avoided a model because it lacked the latest technological features – up from just 4 percent in 2014 – technology clearly plays a key role in affecting future purchase decisions.

Among owners who experienced a Bluetooth pairing/connectivity problem, 55 percent say that their vehicle would not recognize their phone, and 31 percent say the phone would not automatically connect when entering their vehicle.

The number of engine/transmission problems remains high, Stephens said. Nearly 30 percent of the reported powertrain prob-



2012 Chevrolet Malibu

lems are a result of automatic transmission hesitation and rough shifting. Six of the top 10 problems are design-related as opposed to defects or malfunctions.

By vehicle category, Stephens said, the most frequently reported problems are related to exterior, followed by engine/transmission and audio/communica-

tion/entertainment/navigation.

Overall vehicle dependability industry-wide averages 147 PP100, or approximately 1.5 problems per vehicle.

"Oftentimes," said Stephens, "the issues owners experience can be resolved with a software update or, in the case of Bluetooth pairing problems, dealers can step in to help."

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Icy Cold Winter Testing Ramps Up Ram Trucks

CONTINUED FROM PAGE 1

gan and full vehicle tests at the company's two major proving grounds in Arizona and Michigan, Cairns said.

The purpose of the Cold Trip is to run real-world operational tests in extreme environments. The Cold Trip serves as the engineering team's final validation, assuring all Ram trucks are fully capable and the components will withstand the harshest environments in the United States and Canada.

Being based in Michigan offers a naturally cold environment for testing, but the northern region amplifies the experience.

Houghton, Mich., not only provides below-zero temps, it also is home to a testing facility dedicated to the winter bloom, Cairns said. The team also travels to Bemidji, Minn., to experience extreme cold, where the trucks soak in frigid below-zero temps for extended periods of time.

When deicer is spread on the road in temperatures around 28 degrees Fahrenheit, slush can collect, Cairns said. Because slush is water during an in-between state of liquid and solid, it can shift either way, but when the sun goes down and temperatures drop, solid has the advan-

Slush does not drip off the undercarriage, he said. It hangs on, filling gaps and covering components.

During a hard freeze, said Cairns, anything covered in slush becomes encased in ice fuel lines, diesel exhaust fluid tanks, engine oil pan, brakes, and such.

Ram engineers run trucks through 12-inch-deep slush and immediately park the truck overnight in a refrigeration facility set at minus-20 degrees. The truck is then inspected top to bottom to assure components and systems are functioning properly.

Ram trucks, said Cairns, feature dedicated systems to protect areas of potential vulnerability. For example, the diesel exhaust fluid (DEF) tank is allowed to freeze in such conditions.

The tank and lines are made of materials to allow a hard freeze without breaking, said Cairns. An independent heating system keeps just enough DEF above freezing temperatures to allow engine start-up while meeting tailpipe emissions, he said.

Another example, said Cairns, is the location of vent lines. Water can freeze, clogging vent lines for the axles, transmission and transfer case. Windows must continue to roll up and down. More importantly, windshield wipers and defrost mechanisms must function.

Anyone who has walked across a windy parking lot in low-temperature conditions knows the effects, Cairns said. Imagine that force at higher wind speeds and even lower temps while delivering a healthy dose of snow and ice. That's exactly what Ram executes during the arctic blast test.

Ram engineers create a convoy of trucks and drive in-line for hours on end, switching positions in the order. The leader pulls a "drag" or rake to kick up ice and snow.

This test addresses performance of windshield wipers, lighting, defrost and systems related to the engine.

Snow ingestion can be particularly bad in such conditions, Cairns said. Similar to driving though a sandstorm, snow can pack the truck's air filter and air box, limiting the truck's "breathing" capabilities.

Sat 9:00-4:00

Chevrolet Earns Climate Leadership Award for Reducing Carbon Footprint

GM has found that it's actually not that hard being green.

Chevrolet's efforts to help U.S. colleges further reduce their carbon footprint earned a Climate Leadership Award for Innovative Partnerships from the EPA Center for Corporate Climate Leader-

The award recognizes organizations working collaboratively on leading-edge climate initiatives, said GM spokeswoman Sharon Basel.

The Chevrolet Clean Energy Campus Campaign engaged hundreds of stakeholders spanning the education, energy, carbon, auditing, and nonprofit sectors to develop a way for campuses to draw on a new source of funding - carbon credits from the voluntary carbon market - to help further their large-scale energy efficiency efforts.

> "To make a significant impact ... we need to work together."

> > - Greg Martin, **GM**

Campus leaders, Basel said, have learned about the program through webinars and workshops. Dozens of students participated in the clean energy conversation and successfully engaged their campus leaders to secure funding.

"I am proud to recognize the Chevrolet Clean Energy Campus Campaign and all of our Climate Leadership Award winners for their actions to reduce the harm-

ful carbon pollution that's fueling climate change," said EPA administrator Gina McCarthy.

"Our winners are providing the leadership, commitment, and solutions needed to cut greenhouse gas emissions and meet the challenge of a changing climate head-on."

The fourth annual national awards program is a partnership with the EPA, Association of Climate Change Officers, the Center for Climate and Energy Solutions and The Climate Registry.

The Chevrolet Clean Energy Campus Campaign, Basel said, is part of the brand's voluntary initiative to reduce 8 million metric tons of carbon emissions.

"To make a significant impact in reducing the effects of climate change, we need to work together," said Greg Martin, GM executive director of Sustainability.

"The Clean Energy Campus Campaign is just one example of how a mix of different perspectives and talents can lead to new pathways to greater carbon reductions."

Primary campaign stakeholders include the American College and University Presidents' Climate Commitment managed by Second Nature, the U.S. Green Building Council, the Association for the Advancement of Sustainability in Higher Education, Bonneville Environmental Foundation, Climate Neutral Business Network, Verified Carbon Standard, DNV GL, Ball State University, Valencia College, Portland State University, Spelman College, University of Illinois at Chicago, University of Wisconsin Stevens Point, Boston University, Rochester Institute of Technology, University of Illinois at Urbana-Champaign, Grand Valley State University, and Southern Oregon University.



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energy, sometimes the answer, my friend, is blowing in the wind.

General Motors has an answer to that old Bob Dylan song.

For the first time, GM is procuring wind to power its manufacturing operations, enabling one of its Mexico facilities' electricity needs to be run mostly on renewable energy.

This addition of 34 megawatts of wind power allows GM to achieve its corporate goal of renewable energy use four years early, said GM spokeswoman Sharon Basel.

Construction of the wind farm begins in the second quarter of this year. When complete, more than 12 percent of GM's North American energy consumption will come from renewable energy sources, up from 9 percent, Basel said.

The company's current renewable energy use - comprised of solar, landfill gas and waste to energy - totals 104 megawatts against a goal of 125 megawatts by 2020. The use of clean energy reduces greenhouse gas emissions and GM's impact on climate change.

Seventy-five percent of the energy coming from the wind turbines will power most of GM's Toluca Complex sitting on 104 acres, making it the company's largest user of renewable energy, Basel said.

The remaining capacity will help power its Silao, San Luis Potosi and Ramos Arizpe complexes. The use of renewable energy helps these facilities avoid nearly 40,000 tons of carbon dioxide emissions annually.

"Our commitment to sustainable manufacturing processes is one way we serve and improve

When it comes to renewable the communities in which we work and live," said Jim DeLuca, GM executive vice president of Global Manufacturing.

"Using more renewable energy to power our plants helps us reduce costs, minimize risk and leave a smaller carbon footprint."

It's a sign of the times when major companies commit so much to environmental awareness, DeLuca said.

GM signed a power purchase agreement with Enel Green Power, which is developing and constructing a massive wind farm in Palo Alto, Mexico, DeLuca said. The company's use of 34 megawatts of energy is equivalent to the power produced by 17 wind turbines.

"Mexico is an ideal location for our first wind project," said Rob Threlkeld, GM global manager of renewable energy.

"Energy is fed to a national grid, making it easier to reduce or add energy capacity at a facility. There's also a good business case as prices for traditional power are about a third greater than the United States.

"Once online, we'll evaluate the project to better understand how we can expand the use of wind power.'

GM, Basel said, is a founding member of the Business Renewables Center, a collaborative platform launched earlier this month by the Rocky Mountain Institute.

The center aims to accelerate corporate renewable energy procurement with a goal of nearly doubling U.S. capacity of wind and solar energy by 2025.

It's all new and it's for the environment as well as efficiency.

But, as Dylan said, "The Times They Are a-Changin'.'





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GM Backs Vets Transition to Civilian Life

General Motors has become a supporter of the U.S. Department of State Veterans Innovation Partnership (VIP), which offers military veterans a one-year paid fellowship in a U.S. Government agency.

'We know that transitioning from military to civilian life can seem like a daunting task, and we want to do everything in our power to help them," said Ken Barrett, GM chief diversity offi-

"These men and women have given so much for our country that they deserve our best efforts to make a difference in their life.'

Launched by the U.S. Department of State in support of Executive Order 13518 – Employment of Veterans in the Federal Government - VIP supports veterans' transition to diplomacy and development careers by assisting with educational opportunities to study international relations; establishes fellowship opportunities at U.S. Government foreign affairs agencies, and facilitates international public and private employment opportuni-

GM employs thousands of military veteran employees and has supported the U.S. armed forces for generations, said GM spokeswoman Laura Toole.

GM is a corporate sponsor of the U.S. Chamber of Commerce Foundation's "Hiring Our Heroes" program - which helps returning veterans and their spouses find jobs - and a partner in a coalition of private sector businesses dedicated to hiring 100,000 veterans by 2020.

The company also established GM's Service Technical College, which offers free training to veterans and returning service members to prepare them for technical and non-technical entry-level roles in a dealership, Toole said.

GM also assists veterans by supporting The Achilles Freedom Team of Wounded Veterans, which helps wounded veterans overcome injuries through ath-

"The Veterans Innovation Partnership is about recognizing not just how the State Department can help veterans, but about how veterans can help the State Department." said Andrew O'Brien, special representative for Global Partnerships.

'We want to tap into the important leadership and service experience that they offer.

We are grateful to partners like General Motors for their commitment in making a program like this possible.

Chrysler Recalls 2015 200s to Fix **Transmissions**

DETROIT (AP) - Fiat Chrysler is recalling nearly 26,000 midsize cars in North America to fix automatic transmissions that might not shift into park.

The recall covers the Chrysler 200 with V6 engines from the 2015 model year. The company said manufacturing issues at a parts supplier's factory can cause the transmissions to malfunction. Cars can roll away unexpectedly if the transmissions won't shift into park.

The company said Feb. 26 that owners should activate the parking brake before shutting off the engine, until repairs can be made. There have been five customer complaints about the problem, but no known crashes or injuries. Dealers will inspect and replace transmissions if needed. Customers will be told when they can bring the cars in.

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