



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 4, 2019

Ms. Jennifer Shute  
Sr Mgr Safety Recall Execution  
Chrysler (FCA US LLC)  
800 Chrysler Drive  
CIMS 482-00-91  
Auburn Hills, MI 48326

NEF-150SS  
19V-051

**Subject:** Defrost System Incompatibility/FMVSS 103

Dear Ms. Shute:

This letter serves to acknowledge Chrysler (FCA US LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

RAM/1500/2019

**Mfr's Report Date:** January 24, 2019

**NHTSA Campaign Number:** 19V-051

**Components:**

VISIBILITY:DEFROSTER/DEFOGGER SYSTEM

**Potential Number of Units Affected:** 15

**Problem Description:**

Chrysler (FCA US LLC) is recalling certain 2019 RAM 1500 vehicles equipped with a 12" touchscreen display and a base-level heating, ventilation and air conditioning ("HVAC") system. Vehicles with this combination do not have a functioning windshield defrosting and defogging system. As a result, these vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) number 103, "Windshield defrosting and defogging systems."

**Consequence:**

The lack of a functioning windshield defrosting and defogging system may decrease the driver's visibility, increasing the risk of crash.

**Remedy:**

Chrysler will notify owners, and dealers will repurchase the affected vehicles. The recall is expected to begin on March 15, 2019. Owners may contact FCA US customer service at 1-800-853-1403. Chrysler's number for this recall is V12.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received FCA's proposed owner notification letter and approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement