

Part 573 Safety Recall Report

20V-208

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** APR 09, 2020**NHTSA Recall No. :** 20V-208**Manufacturer Recall No. :** W25**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 : 425,588

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 Ram 1500/1500 Classic

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Some 2019-2020 MY Ram 1500/1500 Classic ("Ram 1500") vehicles may have been built with one or both windshield wiper arms with an improperly formed wiper arm head joint.

The suspect period began when a new wiper nut was introduced into production on April 28, 2019 at Sterling Heights Assembly Plant ("SHAP"), on May 17, 2019 at Warren Truck Assembly Plant ("WTAP"), and on June 19, 2019 at Saltillo Truck Assembly Plant ("STAP"), and ended on February 7, 2020 at SHAP, February 3, 2020 at WTAP, and March 3, 2020 at STAP, when the new wiper nut was no longer used in production. Plant production records were used to identify the start and end dates of vehicles built with the new wiper nut.

Similar vehicles not included in the recall were manufactured before or after the suspect period.

The total affected vehicles for this model is 316,626.

Production Dates : APR 28, 2019 - MAR 03, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2019-2020 Jeep Compass

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2019-2020 MY Jeep Compass vehicles may have been built with one or both windshield wiper arms with an improperly formed wiper arm head joint.

The suspect period began when a new wiper nut was introduced into production on May 12, 2019, and ended on March 3, 2020, when the new wiper nut was no longer used in production. Plant production records were used to identify the start and end dates of vehicles built with the new wiper nut.

Similar vehicles not included in the recall were manufactured before or after the suspect period.

The total affected vehicles for this model is 108,962.

Production Dates : MAY 12, 2019 - MAR 03, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : An improperly formed wiper arm head joint may not properly form the splines of the head joint on the wiper arm, which can allow the joint to strip and result in the wiper arm failing to operate properly when the system is activated. Prior to complete wiper system failure, the driver may notice that one or both wipers do not clear the windshield properly or that the wipers are not in their proper rest positions.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An improperly functioning wiper system may, in certain circumstances, lead to a diminution in road visibility which can cause vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : Prior to complete wiper system failure, the driver may notice that one or both wipers do not clear the windshield properly or that the wipers are not in their proper rest positions.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

- On January 27, 2020, FCA US LLC ("FCA US") Product Development Quality notified the FCA US Vehicle Safety and Regulatory Compliance ("VSRC") organization of increased warranty claims on some Ram 1500/1500 Classic and Jeep Compass vehicles experiencing loose windshield wiper arms.
- From January 28, 2020, through March 3, 2020, FCA US VSRC reviewed field data to understand the scope of the issue.
- Between February 27, 2020, and March 30, 2020, FCA US VSRC, FCA US Engineering, and FCA US Current Quality, met to review the issue, the potential safety consequence, and understand the suspected scope of vehicles affected.
- As of March 26, 2020, FCA US has identified zero CAIRs, 439 warranty claims, and zero field reports potentially related to this issue.
- As of March 26, 2020, FCA US is not aware of any accidents or injuries potentially related to this issue.
- On April 02, 2020, 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 retorque the wiper nuts to the required torque on all affected vehicles.

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 : The remedy will be to retorque the wiper nuts to the required torque.

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

Recall Schedule :

Description of Recall Schedule : **04/09/2020: FCA US will notify dealers and begin notifying owners on or about 05/29/2020.

Planned Dealer Notification Date : MAY 29, 2020 - MAY 29, 2020

Planned Owner Notification Date : MAY 29, 2020 - MAY 29, 2020

* NR - Not Reported