



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

1200 New Jersey Avenue SE  
Washington, DC 20590

November 19, 2021

Jennifer Shute  
Chrysler (FCA US, LLC)  
1000 Chrysler Drive  
Auburn Hills, MI 48326

NEF-107DM  
21V-871

**Subject:** Inoperable Defrosting/Defogging System/FMVSS 103

Dear Jennifer 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/1500/2022

**Mfr's Report Date:** November 10, 2021

**NHTSA Campaign Number:** 21V-871

**Components:**

VISIBILITY:DEFROSTER/DEFOGGER/HVAC SYSTEM:WINDSHIELD:ELECTRICAL HEATING ELEMENT

**Potential Number of Units Affected:** 22

**Problem Description:**

Chrysler (FCA US, LLC) is recalling certain 2022 Ram 1500 vehicles. These vehicles may have been built with incompatible heating, ventilation, and air conditioning systems (HVAC), resulting in the windshield defrosting and defogging system being inoperable to drivers. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 103, "Windshield Defrosting and Defogging Systems."

**Consequence:**

An inoperable defrosting and defogging system can reduce visibility for drivers in certain conditions, increasing the risk of a crash.

**Remedy:**

FCA US, LLC will repurchase the affected vehicles, free of charge. Owner notification letters are expected to be mailed December 30, 2021. Owners may contact FCA US, LLC customer service at 1-800-853-1403. FCA US, LLC's number for this recall is Y88.

**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.nhtsa.gov](http://www.nhtsa.gov).

We have received Chrysler's proposed owner notification letter and it is approved 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.

Chrysler (FCA US, LLC)'s contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement