

Part 573 Safety Recall Report

22V-035

Manufacturer Name : Chrysler (FCA US, LLC)

Submission Date : JAN 27, 2022

NHTSA Recall No. : 22V-035

Manufacturer Recall No. : Z08



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 : 171,789

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2019-2020 Ram 2500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Some 2019-2020 MY Ram 2500 vehicles may have been built with one or both windshield wiper arms with an improperly formed wiper arm head joint.

The suspect period began on April 27, 2019, when a new wiper nut was introduced into production, and ended on March 9, 2020, when the new wiper nut was no longer used in production. The suspect period was determined using vehicle production records.

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

The total affected vehicles for this model is 107,864.

Production Dates : APR 27, 2019 - MAR 09, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2019-2020 Ram 3500 Cab Chassis

Vehicle Type :

Body Style : OTHER

Power Train : NR

Descriptive Information : Some 2019-2020 MY Ram 3500 Cab Chassis vehicles may have been built with one or both windshield wiper arms with an improperly formed wiper arm head joint.

The suspect period began on April 27, 2019, when a new wiper nut was introduced into production, and ended on March 9, 2020, when the new wiper nut was no longer used in production. The suspect period was determined using vehicle production records.

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

The total affected vehicles for this model is 8,007.

Production Dates : APR 27, 2019 - MAR 09, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2019-2020 Ram 4500/5500 Cab Chassis

Vehicle Type :

Body Style : OTHER

Power Train : NR

Descriptive Information : Some 2019-2020 MY Ram 4500/5500 Cab Chassis vehicles may have been built with one or both windshield wiper arms with an improperly formed wiper arm head joint.

The suspect period began on April 27, 2019, when a new wiper nut was introduced into production, and ended on March 9, 2020, when the new wiper nut was no longer used in production. The suspect period was determined using vehicle production records.

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

The total affected vehicles for this model is 17,007.

Production Dates : APR 27, 2019 - MAR 09, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 4 : 2019-2020 Ram 3500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Some 2019-2020 MY Ram 3500 vehicles may have been built with one or both windshield wiper arms with an improperly formed wiper arm head joint.

The suspect period began on April 27, 2019, when a new wiper nut was introduced into production, and ended on March 9, 2020, when the new wiper nut was no longer used in production. The suspect period was determined using vehicle production records.

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

The total affected vehicles for this model is 38,786.

Production Dates : APR 27, 2019 - MAR 09, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 5 : 2019-2020 Ram 3500 Cab Chassis with a gross vehicle weight rating ("GVWR") less than 10,000 lbs.

Vehicle Type :

Body Style : OTHER

Power Train : NR

Descriptive Information : Some 2019-2020 MY Ram 3500 Cab Chassis vehicles, with a GVWR less than 10,000 lbs., may have been built with one or both windshield wiper arms with an improperly formed wiper arm head joint.

The suspect period began on April 30, 2019, when a new wiper nut was introduced into production, and ended on February 26, 2020, when the new wiper nut was no longer used in production. The suspect period was determined using vehicle production records.

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

The total affected vehicles for this model is 125.

Production Dates : APR 30, 2019 - FEB 26, 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.

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 experience one or both wiper arms that do not clear the windshield properly, or that the wipers are not in their proper rest positions.

Involved Components :

Component Name 1 : N/A

Component Description : N/A

Component Part Number : N/A

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

- On November 17, 2021, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation based on information from FCA US Current Production Quality ("CPQ"). CPQ, being familiar with the prior recall (FCA US Recall No. W25/NHTSA Recall No. 20V-208), contacted the safety office to report an observed increase in warranty claims similar to claims from the previous recall on some Ram 2500, 3500, and 4500/5500 vehicles that were not included in W25/20V-208. Customers were experiencing loose windshield wiper arms.

- From November 17, 2021, to January 14, 2022, FCA US TSRC reviewed vehicle records and met with FCA US engineering to review the issue, and understand the part design and change history.
- As of January 12, 2022, FCA US has identified 29 customer assistance records, 679 warranty claims, and 20 field reports potentially relating to this issue for all markets with dates of receipt ranging from July 11, 2019 to December 20, 2021.
- As of January 12, 2022, FCA US is not aware of any accidents or injuries potentially relating to this issue for all markets.
- On January 20, 2022, 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 on all affected vehicles to torque the wiper nuts to the required torque.

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 torque the wiper nuts to the required torque.

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

Recall Schedule :

Description of Recall Schedule : **01/27/2022: FCA US will notify dealers and begin notifying owners on or about 03/18/2022.

Planned Dealer Notification Date : MAR 18, 2022 - MAR 18, 2022

Planned Owner Notification Date : MAR 18, 2022 - MAR 18, 2022

* NR - Not Reported