



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

1200 New Jersey Avenue SE
Washington, DC 20590

February 16, 2024

Mr. Oliver Super
Chrysler (FCA US, LLC)
1000 Chrysler Drive
Auburn Hills, MI 48326

NEF-107ES
24V-111

Subject: Inoperative Defrosting/Defogging System/FMVSS 103

Dear Mr. Super:

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:

JEEP/GRAND CHEROKEE/2022-2024
JEEP/WRANGLER/2021-2024

Mfr's Report Date: February 15, 2024

NHTSA Campaign Number: 24V-111

Components:

VISIBILITY:DEFROSTER/DEFOGGER/HVAC SYSTEM

Potential Number of Units Affected: 199,143

Problem Description:

Chrysler (FCA US, LLC) is recalling certain 2021-2024 Jeep Wrangler and 2022-2024 Jeep Grand Cherokee vehicles. A hybrid control processor (HCP) software error may cause the defrosting and defogging system to be inoperative. 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 inoperative windshield defrosting and defogging system may decrease the driver's visibility, increasing the risk of a crash.

Remedy:

Dealers will update the HCP software, free of charge. Owner notification letters are expected to be mailed April 5, 2024. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is 04B.

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.



Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Chrysler (FCA US, LLC)'s contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



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