

# Part 573 Safety Recall Report

# 24V-111

**Manufacturer Name :** Chrysler (FCA US, LLC)**Submission Date :** FEB 15, 2024**NHTSA Recall No. :** 24V-111**Manufacturer Recall No. :** 04B**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 : 199,143

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2021-2024 Jeep Wrangler

Vehicle Type :

Body Style : SUV

Power Train : NR

**Descriptive Information :** Some 2021-2024 MY Jeep Wrangler Plug In Hybrid Electric Vehicles ("PHEV") may have been built with incorrectly programmed hybrid control processor ("HCP") software which may result in a disabled windshield defrost system under certain conditions.

The suspect period began on September 2, 2020, when the first 2021 MY vehicle was produced , and ended on August 24, 2023, when updated HCP software was introduced into vehicle production. The suspect period was determined using vehicle production records.

Similar vehicles not included in the recall were built after the suspect period.

The total affected vehicles for this model is 139,318.

Production Dates : SEP 02, 2020 - AUG 24, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2022-2024 Jeep Grand Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

**Descriptive Information :** Some 2022-2024 MY Jeep Grand Cherokee PHEV may have been built with incorrectly programmed hybrid control processor software which may result in a disabled windshield defrost system under certain conditions.

The suspect period began on July 23, 2021, when the first 2022 MY vehicle was produced , and ended on December 5, 2023, when updated HCP software was introduced into vehicle production. The suspect period was determined using vehicle production records.

Similar vehicles not included in the recall were built after the suspect period.

The total affected vehicles for this model is 59,825.

Production Dates : JUL 23, 2021 - DEC 05, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** Federal Motor Vehicle Safety Standard ("FMVSS") No. 571.103 S4.1 requires that "Each vehicle shall have a windshield defrosting and defogging system." Suspect vehicles may not have a functional defrosting and defogging system under certain conditions.

FMVSS 1 : 103 - Windshield defrosting and defogging systems

FMVSS 2 : NR

**Description of the Safety Risk :** A disabled windshield defrost system may decrease outward visibility in certain driving conditions which may cause a crash without prior warning.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** None

## Involved Components :

Component Name 1 : Software

Component Description : Hybrid Control Processor

Component Part Number : See attached supplemental information titled "FCA US LLC Recall Part Numbers-04B-02152024.pdf"

## Supplier Identification :

### Component Manufacturer

Name : Component manufactured by FCA US LLC

Address : NR

NR

Country : NR

## Chronology :

- On June 21, 2023, FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization was notified of a potential issue related to the windshield defrost system being inoperative under certain conditions on some 2021-2024 MY Jeep Wrangler PHEV and 2022-2024 MY Jeep Grand Cherokee PHEV vehicles.
- From June 2023, through January 2024, FCA US TSRC conducted an analysis of inoperative windshield defrost systems and vehicle history and determined that the affected vehicles may have been built with windshield defrost systems which may not function as intended.
- On January 10, 2024, FCA US TSRC organization recognized a vehicle software issue existed on certain vehicles related to an inoperative condition with the windshield defrost function, potentially resulting in a noncompliance with FMVSS No. 103.
- On February 08, 2024, 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 update the HCP software.

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 : The remedy is updated HCP software that meets FMVSS 103 Windshield Defrost and Defogging System requirements.

from Recalled Component :

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

**Recall Schedule :**

Description of Recall Schedule : \*\*02/15/2024: FCA US will notify dealers and begin notifying owners on or about 04/05/2024.

Planned Dealer Notification Date : APR 05, 2024 - APR 05, 2024

Planned Owner Notification Date : APR 05, 2024 - APR 05, 2024

\* NR - Not Reported