

# Part 573 Safety Recall Report

# 19V-051

**Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** FEB 26, 2019**NHTSA Recall No. :** 19V-051**Manufacturer Recall No. :** V12**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 : 15

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2019-2019 Ram 1500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** Some 2019 MY Ram 1500 vehicles may be equipped with a 12" touchscreen display radio combined with the base heating, ventilation and air conditioning ("HVAC") system. Fifteen (15) 2019 MY Ram 1500 vehicles were built between November 15, 2018, and November 16, 2018 with the suspect combination of radio and HVAC system. Scope of vehicles is based on vehicle build configuration traceability allowing identification of all suspect vehicles. Similar vehicles not included in this recall are not equipped with the 12" touchscreen display radio combined with the base HVAC system.

Production Dates : NOV 15, 2018 - NOV 16, 2018

VIN Range 1 : Begin : NR

End : NR

 Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** Federal Motor Vehicle Safety Standard ("FMVSS") 571.103 S4.1 requires 2019 MY Ram 1500 vehicles to "have a windshield defrosting and defogging system." Vehicles built with the 12" touchscreen display radio combined with the base HVAC system do not have a functioning windshield defrosting and defogging system.

FMVSS 1 : 103 - Windshield defrosting and defogging systems

FMVSS 2 : NR

**Description of the Safety Risk :** The lack of a functioning windshield defrosting and defogging system may decrease outward visibility in certain driving conditions and can cause

vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : Customers may realize that the HVAC system is not functioning by a lack of response to control inputs in the 12" touchscreen display radio interface.

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

- On January 10, 2019, the FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC") organization became aware of the potential for an inoperative HVAC system on 2019 MY DT, as a result of input from the FCA US Quality organization.
- On January 11, 2019, the FCA US VSRC organization opened an investigation as a result of the potential for an FMVSS 103 noncompliance.
- As of January 11, 2019, FCA US identified approximately 2 CAIRs, 0 VOQs and 1 field reports related to this issue.
- As of January 11, 2019, total warranty is 5 at 0.02c/1000.
- As of January 11, 2019, FCA US is unaware of any accidents or injuries potentially related to this issue.
- On January 15, 2019, testing was completed which showed that the base HVAC system, including the windshield defrosting and defogging system, does not function with the controls provided in the vehicle when combined with the 12" touchscreen display radio.
- On January 17, 2019, 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 repurchase 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 : Comment: The combination of the 12" touchscreen display radio and the base HVAC system, are incompatible.

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

**Recall Schedule :**

Description of Recall Schedule : \*\* 01/24/2019: FCA US will notify dealers and begin notifying owners on or about March 15, 2019.

Planned Dealer Notification Date : MAR 15, 2019 - MAR 15, 2019

Planned Owner Notification Date : MAR 15, 2019 - MAR 15, 2019

\* NR - Not Reported