



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 31, 2022

Karen Blaesser
Campaign Responsible
Chrysler (FCA US, LLC)
1000 Chrysler Drive
Auburn Hills, MI 48326

NEF-107DM
22V-035

Subject: Windshield Wipers May Not Operate Properly

Dear Karen Blaesser:

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/2500/2019-2020
RAM/3500/2019-2020
RAM/4500/2019-2020
RAM/5500/2019-2020

Mfr's Report Date: January 27, 2022

NHTSA Campaign Number: 22V-035

Components:

VISIBILITY:WINDSHIELD WIPER/WASHER:LINKAGES

Potential Number of Units Affected: 171,789

Problem Description:

Chrysler (FCA US, LLC) is recalling certain 2019-2020 Ram 2500 and Ram 3500 vehicles, Ram 3500 Cab Chassis, 4500 Cab Chassis, 5500 Cab Chassis and 3500 Cab Chassis with a gross vehicle weight rating (GVWR) of less than 10,000 lbs. The windshield wiper arms may loosen, possibly causing the wipers to function improperly and reduce the driver's visibility in certain weather conditions.

Consequence:

Reduced visibility increases the risk of a crash.

Remedy:

Dealers will tighten the wiper nuts, free of charge. Owner notification letters are expected to be mailed March 18, 2022. This recall is an expansion of recall number 20V-208. Owners may contact FCA US, LLC customer service at 1-800-853-1403. FCA US, LLC's number for this recall is Z08.

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:

Per the requirements of 573.6(c)(2)(iv), please provide the supplier name, contact information, address and country of origin (if known) for the wiper arms. If your company manufactured the component itself, then please state so in 573.

AMENDED 573 REQUIRED.

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 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.

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

Sincerely,



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