

Part 573 Safety Recall Report

22V-619

Manufacturer Name : Chrysler (FCA US, LLC)**Submission Date :** AUG 11, 2022**NHTSA Recall No. :** 22V-619**Manufacturer Recall No. :** Z80**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 : 508

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2022 Chrysler Voyager

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2022 MY Chrysler Voyager vehicles may have been built with one or both windshield wiper arms with improperly torqued nuts.

The suspect period began on December 6, 2021, when certain vehicles bypassed the windshield wiper arm installation station due to a shortage of certain windshields, and ended on December 23, 2021, when the offline windshield wiper arm installation process was updated. The suspect period was determined using vehicle production records.

Similar vehicles not included in the recall did not bypass the windshield wiper arm installation station during production.

The total affected vehicles for this model is 52.

Production Dates : DEC 06, 2021 - DEC 23, 2021

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2022-2022 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2022 MY Chrysler Pacifica vehicles may have been built with one or both windshield wiper arms with improperly torqued nuts.

The suspect period began on November 26, 2021, when certain vehicles bypassed the windshield wiper arm installation station due to a shortage of certain windshields, and ended on December 22, 2021, when the offline windshield wiper arm installation process was updated. The suspect period was determined using vehicle production records.

Similar vehicles not included in the recall did not bypass the windshield wiper arm installation station during production.

The total affected vehicles for this model is 456.

Production Dates : NOV 26, 2021 - DEC 22, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : An improperly torqued windshield wiper arm nut can cause the wiper arm to become loose, which may 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 : HEX

Component Description : M10X1.25

Component Part Number : 06504954AA

Supplier Identification :

Component Manufacturer

Name : ITW Shakeproof Fastener Division

Address : 100 Kirts Blvd.

Troy Michigan 48084

Country : United States

Chronology :

- On June 28, 2022, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation based on information from FCA US Customer Experience regarding warranty claims from customers experiencing loose windshield wiper arms.
- From June 2022, through July 2022, FCA US TSRC reviewed vehicle records and met with FCA US manufacturing and determined certain Chrysler Pacifica and Chrysler Voyager vehicles built from November 26, 2021 through December 23, 2021 may have been built with one or both windshield wiper arm nuts improperly torqued.
- As of July 27, 2022, FCA US has identified zero customer assistance records, three warranty claims, and two field reports potentially related to this issue for all markets with dates of receipt ranging from February 17, 2022 to April 21, 2022.
- As of July 27, 2022, FCA US is not aware of any accidents or injuries potentially related to this issue for all markets.
- On August 04, 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 arm 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 : This recall is not related to a part defect but rather an assembly issue where the wiper arm nut was improperly torqued. The remedy will be to torque the wiper arm nuts to the required torque.

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

Recall Schedule :

Description of Recall Schedule : **08/11/2022: FCA US will notify dealers and begin notifying owners on or about 09/30/2022.

Planned Dealer Notification Date : SEP 30, 2022 - SEP 30, 2022

Planned Owner Notification Date : SEP 30, 2022 - SEP 30, 2022

* NR - Not Reported