

Part 573 Safety Recall Report

24E-083

Manufacturer Name : Chrysler (FCA US, LLC)

Submission Date : OCT 10, 2024

NHTSA Recall No. : 24E-083

Manufacturer Recall No. : 87B



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 : 13,119

Estimated percentage with defect : 5 %

Equipment Information :

Brand / Trade 1 : MOPAR

Model : GLASS

Part No. : 68286843AA

Size : NR

Function : NR

Descriptive Information : Some driver side heated trailer tow rearview mirrors may experience a detached glass from the backing plate.

The suspect period began on August 19, 2020, when suspect mirror production began, through March 23, 2023, when mirror production was corrected. The suspect population was determined using supplier production records.

Similar mirrors not included in the recall were built outside of the suspect period.

The total affected parts for this part number is 4,455.

Production Dates : AUG 19, 2020 - MAR 23, 2023

Brand / Trade 2 : MOPAR

Model : Outside rearview trailer tow

Part No. : 68582424AA

Size : NR

Function : NR

Descriptive Information : Some driver side heated trailer tow rearview mirrors may experience a detached glass from the backing plate.

The suspect period began on November 22, 2022, when suspect mirror production began, through November 22, 2022, when mirror production was corrected. The suspect population was determined using supplier production records.

Similar mirrors not included in the recall were built outside of the suspect period.

The total affected parts for this part number is 11.

Production Dates : NOV 22, 2022 - NOV 22, 2022

Brand / Trade 3 : MOPAR

Model : Outside rearview trailer tow

Part No. : 68582415AA

Size : NR

Function : NR

Descriptive Information : Some driver side heated trailer tow rearview mirrors may experience a detached glass from the backing plate.

The suspect period began on November 24, 2022, when suspect mirror production began, through November 24, 2022, when mirror production was corrected. The suspect population was determined using supplier production records.

Similar mirrors not included in the recall were built outside of the suspect period.

The total affected parts for this part number is 47.

Production Dates : NOV 24, 2022 - NOV 24, 2022

Brand / Trade 4 : MOPAR

Model : Outside rearview trailer tow

Part No. : 68462879AA

Size : NR

Function : NR

Descriptive Information : Some driver side heated trailer tow rearview mirrors may experience a detached glass from the backing plate.

The suspect period began on November 14, 2020, when suspect mirror production began, through April 11, 2023, when mirror production was corrected. The suspect population was determined using supplier production records.

Similar mirrors not included in the recall were built outside of the suspect period.

The total affected parts for this part number is 8,606.

Production Dates : NOV 14, 2020 - APR 11, 2023

Description of Noncompliance :

Description of the Noncompliance : FMVSS 111 S.5 and S6.1 requires trucks to be equipped with outside driver side rearview mirrors that have a reflective surface. The suspect mirrors, when installed on a vehicle, may have the glass becoming detached and no longer provide a reflective surface.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : Detached driver side mirror glass reduces visibility and could result in a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Involved Components :

Component Name : Mirror replacement glass

Component Description : Heated trailer tow

Component Part Number : 68286843AA

Component Name : Outside rearview mirror

Component Description : Heated trailer tow

Component Part Number : 68582424AA / 68582415AA / 68462879AA

Supplier Identification :

Component Manufacturer

Name : Magna International Inc

Address : 337 Magna Drive
Aurora Foreign States L4G7K1

Country : Canada

Chronology :

On July 21, 2023, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization became aware that some 2020 through 2023 MY Ram 1500 Classic trucks may be equipped with a driver side heated trailer tow rearview mirror with a glass that may become detached from the backing plate.

From July 2023, through September 2024, FCA US TSRC conducted an analysis of detached driver side heated trailer tow mirror glass failure patterns and vehicle history and determined that the affected vehicles may have been built with driver side heated trailer tow mirror glass that can become detached.

On September 18, 2024, the FCA US TSRC organization recognized that a vehicle build issue existed on certain vehicles related to a condition that can lead to a detached driver side heated trailer tow mirror glass, potentially resulting in a noncompliance with FMVSS No. 111.

On October 03, 2024, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected units.

Description of Remedy :

Description of Remedy Program : FCA US will conduct a voluntary safety recall on all affected equipment to repurchase if not installed on a vehicle, or replace the driver side heated trailer tow mirror glass if installed on a vehicle.

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 : The remedy component will be a new piece of heated trailer tow mirror or glass that is properly adhered to the mirror backing plate.

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

Recall Schedule :

Description of Recall Schedule : **10/10/2024: FCA US will notify dealers on or about 10/11/2024 and begin notifying owners on or about 12/05/2024.

Planned Dealer Notification Date : OCT 11, 2024 - OCT 11, 2024

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

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported