



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



October 19, 2022

NEF-109 tgd
Ref. No. 11486022

Augusta, G

Dear

Thank you for the letter about your model year (MY) 2017 Ram ProMaster van. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Your MY 2017 Ram ProMaster van is affected by NHTSA Safety Recall Campaign No. 19V-818. Fiat Chrysler Automobiles (now Stellantis) is recalling certain MY 2015 through MY 2018 Ram ProMaster vans equipped with 3.0L diesel or 3.6L gasoline engines and air conditioning. The engine cooling fan may seize which can cause the cooling fan motor to overheat.

We understand your concerns with the parts delay for Recall 19V-818. Please note that recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. Manufacturers may decide to limit the volume of recall parts they automatically ship to ensure a balanced distribution to dealers. In addition, some manufacturers may impose order limitations to discourage dealers with tendencies to over order and stockpile parts, thus avoiding waste for parts they do not need. We encourage you to continue to follow up with Stellantis and your dealer on the status of parts availability for Recall 19V-818.

In addition, while researching your problem we identified that NHTSA Safety Recall Campaign No. 20V-036 (enclosed) is incomplete on your vehicle. This recall addresses a problem with the transmission shifter cable in certain MY 2014 through MY 2019 Ram ProMaster vans.

The shifter cable may separate and disconnect from the transmission, making the vehicle unable to perform shifts intended by the driver, and making the gear shift lever position not match the actual transmission gear. When you contact Stellantis about Recall 19V-818, we recommend that you request assistance with Recall 20V-036 as well.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

Search for Open Recalls by VIN

Enter VIN:

3C6TRVDG7H

Search

The results will show up below. (To search by another VIN simply replace the previous VIN entered above and select Search. To avoid the reCAPTCHA challenge, do NOT use the new VIN option at the bottom of the results.)

Recalls Results by VIN - Vehicle Identification Number

[Print](#) **VIN:** 3C6TRVDG7H**Year:** 2017 **Make:** RAM **Model:** 2500 CARGO VAN HIGH ROOF(159 IN WB)**Number of Open Recalls:** 2**NHTSA Recall Number:** [20V-036](#)**Recall Date:** January 23, 2020**Manufacturer Recall Number:** W00**SUMMARY:**

The transmission shifter cable could separate, disconnecting the transmission shifter from the transmission, which could result in the inability of the driver to shift the transmission potentially resulting in the gear shift lever position not matching the transmission gear.

SAFETY RISK:

If the transmission shifter becomes disconnected from the transmission, the vehicle may not perform the shifts intended by the driver. Unintended vehicle movement may occur which can cause a vehicle crash without prior warning and/or injury to others.

REMEDY:

FCA US will conduct a Voluntary Safety Recall to replace the transmission shift cable.

RECALL STATUS: Recall INCOMPLETE

MANUFACTURER NOTES:

For more information, visit recalls.mopar.com or call 1-800-853-1403. Please have your VIN ready when calling.

[Find a Dealer Near You](#)



If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Oct 17, 2022

NHTSA Recall Number: 19V-818

Recall Date: November 15, 2019

Manufacturer Recall Number: VB2

SUMMARY:

A cooling fan stall / seizure event could lead to electrical overloading of the fan motor potentially resulting in the thermal degradation of the brush housing, which may lead to a vehicle fire.

SAFETY RISK:

A vehicle fire may increase the risk of injury to occupants and persons outside of the vehicle, as well as property damage.

REMEDY:

Replace the engine cooling fan module.

RECALL STATUS: Recall INCOMPLETE

MANUFACTURER NOTES:

Last Updated: March 2021. Version 1.2