

# Part 573 Safety Recall Report

# 15V-461

**Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** MAR 16, 2017**NHTSA Recall No. :** 15V-461**Manufacturer Recall No. :** R40**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 : 1,416,832

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2013-2015 Ram 1500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Certain 2013-2015 MY Ram 1500 vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

The Number potentially involved will be updated on July 24, 2015.

Production Dates : JUN 20, 2012 - JUL 23, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 2 : 2013-2015 Ram 2500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Certain 2013-2015 MY Ram 2500 vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

Production Dates : JUN 20, 2012 - JUL 23, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 3 : 2013-2015 Ram 3500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Certain 2013-2015 MY Ram 3500 vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

Production Dates : JUN 20, 2012 - JUL 23, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 4 : 2013-2015 Ram 4500/5500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Certain 2013-2015 MY Ram 4500/5500 vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

Production Dates : JUN 20, 2012 - JUL 23, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 5 : 2015-2015 Chrysler 300

Vehicle Type :

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Certain 2015 MY Chrysler 300 vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

Production Dates : JAN 24, 2014 - JUL 23, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 6 : 2013-2015 Dodge Viper

Vehicle Type :

Body Style : 2-DOOR

Power Train : NR

Descriptive Information : Certain 2013-2015 MY Dodge Viper vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

Production Dates : SEP 17, 2012 - JUN 25, 2014

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 7 : 2015-2015 Dodge Challenger

Vehicle Type :

Body Style : 2-DOOR

Power Train : NR

Descriptive Information : Certain 2015 MY Dodge Challenger vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

Production Dates : JAN 24, 2014 - JUL 23, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 8 : 2014-2015 Jeep Grand Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Certain 2014-2015 MY Jeep Grand Cherokee vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

Production Dates : JAN 08, 2013 - JUL 23, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 9 : 2014-2015 Dodge Durango

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Certain 2014-2015 MY Dodge Durango vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

Production Dates : JAN 08, 2013 - JUL 23, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 10 : 2014-2015 Jeep Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Certain 2014-2015 MY Jeep Cherokee vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

Production Dates : JAN 10, 2013 - JUL 16, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 11 : 2015-2015 Chrysler 200

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2015 MY Chrysler 200 vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

Production Dates : JAN 08, 2014 - JUL 02, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 12 : 2015-2015 Dodge Charger

Vehicle Type :

Body Style : 4-DOOR

Power Train : NR

Descriptive Information : Certain 2015 MY Dodge Charger vehicles.

The production dates provided under the Production Dates section are not representative of actual production dates. We will provide this data on July 24, 2015.

Production Dates : JAN 24, 2014 - JUL 23, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

## Description of Defect :

Description of the Defect : Some 2013-2015 MY vehicles equipped with RA3 or RA4 model radios have certain software security vulnerabilities which could allow unauthorized third-party access to some networked vehicle control systems. Exploitation of the software security vulnerabilities required extensive technical knowledge, physical access to a subject vehicle and a long period of time to write applicable code.

A successful exploit of this security vulnerability could result in unauthorized remote modification and control of vehicle systems. FCA US has not made a determination that this security vulnerability constitutes a Defect as defined by The Motor Vehicle Safety Act 49 USC Sec. 30102 or 49 CFR 573. Although FCA US has not determined that a Defect exists, it has decided to conduct a remedial campaign as a safety recall in the interest of protecting its customers.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Exploitation of the software security vulnerabilities required unauthorized access to the vehicle's internal network and the subsequent manipulation of vehicle control systems. This manipulation could lead to exposing the driver, the vehicle occupants or any other individual or vehicle with proximity to the

affected vehicle to a potential risk of injury.

The vulnerabilities and potential risk were mitigated by FCA US beginning on July 16, 2015 with an immediate software security update and were further prevented on July 22, 2015 when the cellular provider remotely closed long range wireless access. Due to the cellular provider's remote closure of long range wireless access, the potential risk of illegal and unauthorized access to any vehicle systems is limited to short range wireless communications with an effective range of approximately 30 meters. This lower level of risk, based on the increased difficulty to gain access, only exists in approximately the 3% of owners who subscribe to mobile hot spot.

Description of the Cause : NR

Identification of Any Warning  
that can Occur : NR

## Supplier Identification :

### Component Manufacturer

Name : Harman/Becker Automotive SYS  
Address : 39001 W. 12 Mile Road  
Farmington Hills MICHIGAN 48331  
Country : United States

## Chronology :

Please see the attached supplemental information titled "FCA US LLC Chronology – Select 2013-2015 Vehicles RA3 RA4 – 07232015.pdf".

## Description of Remedy :

Description of Remedy Program : On July 16, 2015, FCA Us made available a software update for immediate installation that eliminates all identified wireless vulnerabilities (both long and short range) for the affected vehicles. Customers can either directly download the update to their own USB drive from <http://www.driveuconnect.com/software-update/> or take their vehicle to a FCA US dealer for immediate installation. The software will be provided to all affected owners at no charge. On July 22, 2015, access to the previously open port on the radio was remotely closed by the cellular provider, immediately eliminating any risk of long-range, illegal and unauthorized remote "hacking."

To further ensure customer piece of mind, FCA US will conduct a Voluntary Safety Recall on all affected vehicles by mailing owners a USB drive with the updated software for customer installation. Owners requiring assistance can have the software installed by their dealer at no charge to the customer.

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 : NR

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

### Recall Schedule :

Description of Recall Schedule : FCA released the dealer remedy instructions on July 25, 2015.

FCA currently plans on starting the owner notification letter mailings the last week of August 2015 and complete the owner notification letter mailings by the end of September 2015.

Planned Dealer Notification Date : JUL 25, 2015 - JUL 25, 2015

Planned Owner Notification Date : NR - NR

\* NR - Not Reported