



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 22, 2016

Ms. Teresa Thiele
Head of Safety Campaign Administration & Execution
Chrysler (FCA US LLC)
800 Chrysler Drive
Auburn Hills, MI 48326-2757

NEF-150SM
16V-202

Subject: Water Intrusion of the Communication Connector

Dear Ms. Thiele:

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/PROMASTER/2015-2016

Mfr's Report Date: April 7, 2016

NHTSA Campaign Number: 16V-202

Components:

ELECTRICAL SYSTEM

POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)

Potential Number of Units Affected: 26,867

Problem Description:

Chrysler (FCA US LLC) is recalling certain model year 2015-2016 Ram ProMaster City vans manufactured September 26, 2014, to March 5, 2016. A low-voltage electrical harness connector by the front driver seat may be susceptible to water intrusion and corrosion. Corrosion may result in a loss of communication to the Transmission Control Module (TCM) and may cause the transmission to unexpectedly shift into and stay in neutral without warning the next time that the vehicle stops.

Consequence:

An unintended shift into neutral will prevent the vehicle from being moved. Additionally, if the driver turns off the engine, the driver will be unable to restart the engine. Both scenarios can increase the risk of a crash.

Remedy:

Chrysler will notify owners, and dealers will relocate the harness connector to under the instrument panel, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is S24.

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.safercar.gov.



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).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

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 six 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.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at sarah.mcshane@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement