



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 18, 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-461

Subject: Loss of Power from Transmission Pump Failure

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:

CHRYSLER/TOWN AND COUNTRY/2015-2016
DODGE/GRAND CARAVAN/2015-2016
DODGE/JOURNEY/2016
RAM/PROMASTER/2016

Mfr's Report Date: June 14, 2016

NHTSA Campaign Number: 16V-461

Components:

POWER TRAIN:AUTOMATIC TRANSMISSION

Potential Number of Units Affected: 26,299

Problem Description:

Chrysler (FCA US LLC) is recalling certain model year 2015-2016 Chrysler Town & Country, Dodge Grand Caravan vehicles manufactured July 31, 2015, to April 18, 2016, 2016 Dodge Journey vehicles manufactured August 17, 2015, to January 29, 2016, and 2016 RAM ProMaster vehicles manufactured August 15, 2016, to April 15, 2016. The transmission pump may seize causing a loss of hydraulic pressure.

Consequence:

If the transmission loses hydraulic pressure, the vehicle may lose motive power, increasing the risk of a crash.

Remedy:

Chrysler will notify owners, and dealers will replace the transmission pump, free of charge. The recall is expected to begin on August 18, 2016. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is S44.

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:

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).

As discussed in a meeting with ODI on August 16, 2016, FCA must present any updated knowledge of warranty claims, field reports, or other information for any units retailed before April 13, 2016 that exhibit the above-referenced defect. This update must be provided during FCA's quarterly meetings held at the Department of Transportation and required under its consent order.

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