

# Part 573 Safety Recall Report

# 16V-202

**Manufacturer Name :** Chrysler (FCA US LLC)**Submission Date :** JUN 07, 2016**NHTSA Recall No. :** 16V-202**Manufacturer Recall No. :** S24**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 : 26,867

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2015-2016 RAM ProMaster City

Vehicle Type :

Body Style : VAN

Power Train : NR

**Descriptive Information :** Certain RAM ProMaster City ("VM") vehicles may experience a corroded CAN-C ("Star") communication connector which may result in a loss of communication to the Transmission Control Module ("TCM") potentially resulting a default shift to Neutral and a loss of motive power.

Production Dates : SEP 26, 2014 - MAR 05, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** The Star communication connector by the front driver seat is susceptible to moisture intrusion and could corrode.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If the Star communication connector corrodes it could lead to a loss of electrical contact, potentially including a loss of communication to the TCM. This condition could lead to an unrequested shift to neutral without warning the next time the vehicle stops. Once this occurs, the operator would not be able to shift into gear and upon turning off the vehicle it will not restart unless communication is re-established.

Description of the Cause : NR

Identification of Any Warning NR  
that can Occur :

## Supplier Identification :

### Component Manufacturer

Name : NR  
Address : NR  
NR  
Country : NR

## Chronology :

Provide the chronology of events leading up to the defect decision or test data for the noncompliance decision: Please see the attached supplemental information titled "FCA US LLC Chronology VM - Star Connector - 04072016".

## Description of Remedy :

Description of Remedy Program : Conduct a Voluntary Safety Recall on all affected vehicles to relocate the Star communication connector to a new location under the Instrument Panel.  
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 : \*\* 2016 05 26 - Final Owner Mailing will start 2016 06 03 and will be a one day mailing.

FCA US will provide a dealer notification and owner notification schedule once established.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported