



04/08/2016

New Safety Recall Advanced Communication – S24040816

FCA US LLC (“FCA US”) announced a safety recall on 2015 and 2016 model year (VM) RAM ProMaster City vehicles.

The above vehicles have a CAN-C bus communication connector located under the driver’s seat that may develop internal connector pin corrosion due to moisture.

Corroded CAN-C bus communication connector pin(s) could lead to a loss of electrical contact and/or a loss of communication to the Transmission Control Module (TCM).

A loss of communication to the TCM could cause the transmission to perform an unrequested shift into neutral under certain driving conditions. The vehicle operator would be unable to reengage the transmission. This could cause a crash without warning.

NOTE: Corroded CAN-C bus communication connector pin(s) could also cause an engine “No Start” condition.

FCA US will conduct a voluntary safety recall. The CAN-C bus communication connector must be inspected for pin corrosion. Vehicles found with corroded CAN-C bus connector pin(s) must have the connector replaced.

All involved vehicles must also have the CAN-C bus communication connector relocated to a new location under the instrument panel.

Dealers will be notified of the launch of this safety recall by way of established methods used in the past.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries on involved vehicles.

Customer Services Field Operations
FCA US LLC