



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

1200 New Jersey Avenue SE
Washington, DC 20590

September 24, 2021

Jennifer Shute
Chrysler (FCA US, LLC)
1000 Chrysler Drive
Auburn Hills, MI 48326

NEF-107DM
21V-728

Subject: Turn Signal Malfunction/FMVSS 108

Dear Jennifer Shute:

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 CITY/2019-2021

Mfr's Report Date: September 21, 2021

NHTSA Campaign Number: 21V-728

Components:

EXTERIOR LIGHTING:TURN SIGNAL

Potential Number of Units Affected: 23,853

Problem Description:

Chrysler (FCA US, LLC) is recalling certain 2019-2021 Ram ProMaster City vehicles. If one or both turn signal lights fail, the flashing rate may not change to warn the driver of the failure. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 108, "Lamps, Reflective Devices, and Associated Equipment."

Consequence:

The driver may be unaware that the turn signals are not signaling their intentions to other drivers, which can increase the risk of a crash.

Remedy:

Dealers will update the Body Controller Module (BCM) software, free of charge. Owner notification letters are expected to be mailed November 10, 2021. Owners may contact FCA US LLC customer service at 1-800-853-1403. FCA US LLC's number for this recall is Y71.

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.nhtsa.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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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.

Chrysler (FCA US, LLC)'s contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement