



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 2, 2023

Ms. Karen Blaesser
Sr. Manager - Campaign Administration & Execution
Chrysler (FCA US, LLC)
1000 Chrysler Drive
Auburn Hills, MI 48326

NEF-107DM
23V-301

Subject: Unsecured Transmission May Cause Rollaway

Dear Ms. Blaesser:

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/2019-2021

Mfr's Report Date: April 27, 2023

NHTSA Campaign Number: 23V-301

Components:

POWER TRAIN:AUTOMATIC TRANSMISSION:INTERNAL:PARK PAWL

Potential Number of Units Affected: 165,503

Problem Description:

Chrysler (FCA US, LLC) is recalling certain 2019-2021 Ram ProMaster vehicles equipped with a 62TE transmission. The park pawl may not fully engage the park gear due to debris inside the transmission.

Consequence:

A partially engaged park pawl can result in a vehicle rollaway, increasing the risk of a crash or injury.

Remedy:

Dealers will update the powertrain control module software, and inspect and replace, as necessary, the transmission or components within the transmission, free of charge. Owner notification letters are expected to be mailed June 16, 2023. Owners may contact FCA US, LLC customer service at 1-800-853-1403. FCA US, LLC's number for this recall is 44A.

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).

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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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