

Part 573 Safety Recall Report

23V-301

Manufacturer Name : Chrysler (FCA US, LLC)

Submission Date : MAY 25, 2023

NHTSA Recall No. : 23V-301

Manufacturer Recall No. : 44A, 61A



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 : 165,503

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2019-2021 Ram ProMaster

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2019-2021 MY Ram ProMaster vehicles equipped with the 62TE transmission may not allow the park pawl to fully engage the park gear.

The suspect period began on July 25, 2018, when production of the 2019 MY Ram ProMaster began, and ended on November 27, 2021, when production of the 2021 MY Ram ProMaster ended. The suspect period was determined using vehicle manufacturing records.

Similar vehicles not included in this recall are not equipped with the 62TE transmission and body style code VF1L11, VF1L12, VF1L13, VF2L12, VF2L13, VF2L16, VF2L26, VF3L16, or VF3L17, or were built before or after the suspect period.

Production Dates : JUL 25, 2018 - NOV 27, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Some 2019-2021 MY Ram ProMaster vehicles equipped with the 62TE transmission may not allow the park pawl to fully engage the park gear due to debris interference.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A partially engaged park pawl may lead to a vehicle roll away increasing the

Description of the Safety Risk : likelihood of a vehicle crash without prior warning and/or injury to those in or around the vehicle.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Software

Component Description : Engine Controller

Component Part Number : See attached titled "FCA US LLC Recall Part Numbers-44A_61A-VF No Park Engagement-05112023.pdf"

Supplier Identification :

Component Manufacturer

Name : Not made by a different manufacturer

Address : NR

NR

Country : NR

Chronology :

- On August 23, 2022, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation into the 2019-2021 MY Ram ProMaster for a potential rolling while in park condition.
- From August 2022, through March 2023, FCA US TSRC conducted an analysis of warranty, customer records, and vehicle histories, and determined that the affected vehicles were equipped with powertrain control module software which was causing premature failure of the lower clutch ("LC") retainer. Premature failure of the LC retainer may generate metallic debris, which may interfere with park pawl engagement to the park gear.
- As of April 14, 2023, FCA US is aware of two customer assistance records, 64 warranty claims, and zero field reports potentially related to this issue for all markets with dates of receipt ranging from June 24, 2020 through April 7, 2023.

- As of April 14, 2023, FCA US is not aware of any accidents or injuries potentially related to this issue for all markets.
- On April 20, 2023, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

Description of Remedy :

Description of Remedy Program : FCA US will conduct a voluntary safety recall on all affected vehicles. For vehicles in FCA US Recall ID 44A, FCA US will update the Powertrain Control Module calibration software, and inspect, and if necessary, replace, the transmission or components within the transmission.

As the interim repair, for vehicles in FCA US Recall ID 61A, FCA US will update the Powertrain Control Module calibration software. Once the final repair for vehicles in FCA US Recall ID 61A becomes available, FCA US will update the Powertrain Control Module calibration software, and replace components within the transmission, or inspect, and if necessary, replace the transmission.

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 : The remedy component is updated Powertrain Control Module calibration software.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : **04/27/2023: FCA US will notify dealers and begin notifying owners on or about 06/16/2023.

Planned Dealer Notification Date : JUN 16, 2023 - JUN 16, 2023

Planned Owner Notification Date : JUN 16, 2023 - JUN 16, 2023

* NR - Not Reported