

# URGENT SAFETY RECALL NOTICE

Your 2024 RAM 3500 PROMASTER EV STEP VAN is under recall for Motor Control Processor A Software.

To schedule your recall repair contact your dealership or the FCA US Recall Team at **1-800-853-1403**.

Recall notice issued to:

[REDACTED]

Vehicle information:

VIN [REDACTED]

2024 RAM 3500 PROMASTER EV STEP VAN

Recall information: 99B/NHTSA 24V-715

Visit [recalls.mopar.com](https://recalls.mopar.com) for more information or call the FCA US Recall Team at **1-800-853-1403**

## Details of the Recall

The Motor Control Processor A (MCPA) on your vehicle may have been produced with incorrect software that may cause a loss of drive power in certain circumstances. An unexpected loss of propulsion can cause a vehicle crash without prior warning.

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the MCPA with corrected software. The estimated repair time is 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Ask your dealer for alternate transportation options while your vehicle is in service.

## How do I schedule my **FREE** repair?

- ◆ Simply contact your Chrysler, Jeep®, Dodge, RAM dealer right away to schedule a service appointment.

*We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.*

**Customer Assistance/Field Operations**

**FCA US LLC Team**

**[1-800-853-1403](tel:1-800-853-1403)**

**[recalls.mopar.com](http://recalls.mopar.com)**