



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

**1200 New Jersey Avenue SE  
Washington, DC 20590**

May 29, 2025

25V330

Karen Blaesser  
Chrysler (FCA US, LLC)  
1000 Chrysler Drive  
Auburn Hills, MI 48326

**Subject:** Rearview Camera Image May Not Display/FMVSS 111

Dear Karen 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/2022-2025

**Mfr's Report Date:** May 21, 2025

**NHTSA Campaign Number:** 25V330

**Components:**

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA

**Potential Number of Units Affected:** 235,640

**Problem Description:**

Chrysler (FCA US, LLC) is recalling certain 2022-2025 Ram ProMaster vehicles. A software error in the security gateway module may cause the rearview camera image not to display. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear Visibility."

**Consequence:**

A rearview image that does not display reduces the driver's view of what is behind the vehicle, increasing the risk of a crash.

**Remedy:**

Dealers will update the security gateway module software, free of charge. Owner notification letters are expected to be mailed June 19, 2025. Owners may contact Chrysler customer service at 800-853-1403.



Chrysler's number for this recall is 40C.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

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 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 Emily Smith who may be reached by email at [emily.c.smith@dot.gov](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,

*Alex Ansley*

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