



U.S. Department of Transportation

**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 09, 2025

25V665

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

Subject: Software May Cause Loss of Drive Power

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/2024-2025

Mfr's Report Date: October 06, 2025

NHTSA Campaign Number: 25V665

Components:

ELECTRICAL SYSTEM:PROPULSION SYSTEM:TRACTION MOTOR:CONTROLLER:SOFTWARE

Potential Number of Units Affected: 790

Problem Description:

Chrysler (FCA US, LLC) is recalling certain 2024-2025 Ram ProMaster battery electric (BEV) vehicles. The electric drive module software may not effectively manage torque, which can result in a loss of drive power.

Consequence:

A loss of drive power increases the risk of a crash.

Remedy:

Dealers will update the software for the motor control processor, battery processor control module, integrated dual charge module, and electric vehicle control unit. Additionally, dealers will inspect and replace the electric drive module, as necessary. All repairs will be performed free of charge. Owner notification letters are expected to be mailed October 30, 2025. Owners may contact Chrysler customer



service at 800-853-1403. Chrysler's number for this recall is 98C. Vehicle Identification Numbers (VINs) involved in this recall will be searchable on NHTSA.gov beginning October 16, 2025.

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.

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 Emily Smith who may be reached by email at 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