



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

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

October 22, 2025

25V710

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

**Subject:** Loss of Drive Power from Over-The-Air Software Update

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:**

JEEP/WRANGLER 4XE/2023-2025

**Mfr's Report Date:** October 17, 2025

**NHTSA Campaign Number:** 25V710

**Components:**

ELECTRICAL SYSTEM:PROPULSION SYSTEM:HYBRID MANAGEMENT:POWER CONTROL  
UNIT/MODULE (HPCU):SOFTWARE

**Potential Number of Units Affected:** 24,238

**Problem Description:**

Chrysler (FCA US, LLC) is recalling certain 2023-2025 Jeep Wrangler 4XE Plug-In Hybrid Electric (PHEV) vehicles. A software error in an over-the-air (OTA) update may result in a loss of drive power.

**Consequence:**

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

**Remedy:**

The remedy is currently under development. Owner notification letters are expected to be mailed November 25, 2025. Owners may contact Chrysler customer service at 800-853-1403. Chrysler's number for this recall is A7C. Vehicle Identification Numbers (VINs) involved in this recall will be searchable on NHTSA.gov beginning October 23, 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](http://www.nhtsa.gov).

**Please ensure the following requirements are met:****Remedy Not Supplied**

Provide a description of the recall remedy as required by 49 CFR §573.6(8)(i), in an amended Part 573 Recall Report through the NHTSA Recalls Portal.

**AMENDED 573 REQUIRED.**

**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](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