

Part 573 Safety Recall Report

25V-297

Manufacturer Name : Chrysler (FCA US, LLC)**Submission Date :** MAY 08, 2025**NHTSA Recall No. :** 25V-297**Manufacturer Recall No. :** 36C**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 :** 778**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2025-2025 Ram 3500**Vehicle Type :****Body Style :** PICKUP TRUCK**Power Train :** NR**Descriptive Information :** Some 2025 MY Ram 3500 vehicles with the 3.5" cluster and column shifter may experience a PRND display delay in the cluster.

The suspect period began on January 13, 2025, when the first suspect vehicle was produced, and ended on February 21, 2025, when last suspect vehicle was produced. Vehicle and supplier production records were used to identify the suspect population.

Similar vehicles not included in this recall were built before or after the suspect period or with a different cluster.

The total affected vehicles for this model is 238.

Production Dates : JAN 13, 2025 - FEB 21, 2025**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential

Vehicle 2 : 2025-2025 Ram 2500
Vehicle Type :
Body Style : PICKUP TRUCK
Power Train : NR

Descriptive Information : Some 2025 MY Ram 2500 vehicles with the 3.5" cluster and column shifter may experience a PRND display delay in the cluster.

The suspect period began on January 10, 2025, when the first suspect vehicle was produced, and ended on February 21, 2025, when last suspect vehicle was produced. Vehicle and supplier production records were used to identify the suspect population.

Similar vehicles not included in this recall were built before or after the suspect period or with a different cluster.

The total affected vehicles for this model is 540.

Production Dates : JAN 10, 2025 - FEB 21, 2025

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : Federal Motor Vehicle Safety Standard ("FMVSS") 571.101 Controls and Displays, Section 4, defines indicators that must display the magnitude of the physical characteristics. Suspect clusters may not properly display the selected gear.

FMVSS 1 : 101 - Control and displays
FMVSS 2 : NR

Description of the Safety Risk : A cluster that displays an incorrect gear may cause driver confusion, which can cause a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : None. Customers may notice the delay in notification after physical column shift position change.

Involved Components :

Component Name 1 : Instrument Panel
Component Description : Cluster
Component Part Number : 68599259AH, 68599260AH, 68599261AH, 68599262AH

Supplier Identification :

Component Manufacturer

Name : Marelli
Address : 26555 Northwestern Hwy
Southfield Michigan 48033
Country : United States

Chronology :

On March 27, 2025, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation for a potential issue related to a delay in the PRND display in the 3.5" cluster in some 2025 MY Ram 2500 and 3500 vehicles.

From March 2025, through April 2025, FCA US TSRC met with FCA US engineering and supplier quality to review the issue, understand the failure mode, and to determine the suspect population.

On April 16, 2025, the FCA US TSRC organization recognized a vehicle build issue exists on certain vehicles related to a delay in the PRND in the 3.5" cluster display, potentially resulting in a non-compliance with FMVSS 101.

On May 01, 2025, 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 to update the 3.5" cluster software.
	FCA US submitted its General Reimbursement Plan relating to reimbursement to owners and purchasers for costs incurred for remedies in advance of the manufacturer's notification of safety-related defects and noncompliance with Federal motor vehicle safety standards in October 2024. Owners and purchasers may be eligible for reimbursement in accordance with that plan.
How Remedy Component Differs from Recalled Component :	Remedy will be corrected software for the 3.5" cluster.
Identify How/When Recall Condition was Corrected in Production :	NR

Recall Schedule :

Description of Recall Schedule : **05/08/2025: FCA US will notify dealers on or about 05/15/2025 and begin notifying owners on or about 06/05/2025.

Planned Dealer Notification Date : MAY 15, 2025 - MAY 15, 2025

Planned Owner Notification Date : JUN 05, 2025 - JUN 05, 2025

* NR - Not Reported