



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V330

Manufacturer Name: Chrysler (FCA US, LLC)

Submission Date: May 21, 2025

NHTSA Recall No.: 25V330

Manufacturer Recall No.: 40C

Manufacturer Information

Population

Manufacturer Name: Chrysler (FCA US, LLC)

Address: 800 Chrysler Drive
CIMS 482-00-91
Auburn Hills MI, 48326-
2757

Total number of potentially involved: 235,640

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2022-2025 RAM PROMASTER

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: Aug 17, 2021 - May 14, 2025

Number of potentially involved: 235,640

Descriptive Information:

Some 2022-2025 MY Ram ProMaster vehicles may have been built with a security gateway module ("SGW") which may prevent some communication between vehicle modules which may cause a loss of rearview camera image.

The suspect period began on August 17, 2021, when the first suspect vehicle was produced, and ended on May 14, 2025, when the last suspect vehicle was produced. Engineering release and vehicle manufacturing records were used to determine the suspect population.

Similar vehicles not included in the recall were built before or after the suspect period.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Federal Motor Vehicle Safety Standard ("FMVSS") No. 571.111 S6.2.6 requires that "The rear visibility system default to the rearview image being visible and meet the requirements of FMVSS No. 571.111 S6.2.1 (field of view) and S6.2.2 (image size) at the beginning of each backing event, regardless of any modifications to the field of view that the driver had previously selected..." and apply to other markets via direct reference to FMVSS or are implied via free trade agreements. Suspect vehicles may not display the rearview image during a backing event under certain conditions.

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A rearview image that does not display reduces the driver's view of what is behind the vehicle. A blank screen will appear in place of the rearview image. If the driver does not heed the blank screen warning and fails to otherwise make sure it is safe to operate the vehicle in reverse, a vehicle crash can occur.

Description of the cause:**Identification of any warning that can occur:**

The driver will notice that the rearview image is not displayed when the vehicle is placed into reverse.

Component Manufacturer

Tier of Supplier:**Supplier Type:****Name:** Robert Bosch LLC**Address:** 38000 Hills Tech Dr.
Farmington Hills MI, 48331**Country:** United States

Involved Components

Component Name 1: Module**Component Description:** Gateway**Component Part Number:** 68602568AA, 68122086AA

Chronology

- On September 26, 2024, the FCA US Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation into some 2022-2025 MY Ram ProMaster vehicles which may experience a loss of rearview camera image.
- From September 2024, through November 2024, FCA US TSRC reviewed warranty data, field records, and customer assistance records to determine field occurrences.

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- From November 2024, through April 2025, FCA US TSRC met with FCA US Engineering, Manufacturing and the Supplier to understand all potential failure modes of the issue.
- On May 7, 2025, FCA US TSRC organization recognized that a vehicle build issue existed on certain vehicles related to a loss of rearview camera image potentially resulting in a noncompliance with FMVSS No. 111.
- On May 15, 2025, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Software

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

FCA US will conduct a voluntary safety recall to reprogram the SGW with corrected software.

How remedy component differs from recalled component:

The remedy is a SGW software update.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

****05/21/2025:** FCA US will notify dealers on or about 05/29/2025 and begin notifying owners on or about 06/19/2025.

Planned Dealer Notification Date: May 29, 2025 - May 29, 2025

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

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Planned Remedy Owner Notification Date: Jun 19, 2025 - Jun 25, 2025 ☐ Phased Recall

Date when VIN will be searchable: May 29, 2025