



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V710

Manufacturer Name: Chrysler (FCA US, LLC)

Submission Date: Oct 17, 2025

NHTSA Recall No.: 25V710

Manufacturer Recall No.: A7C

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: 24,238

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2023-2025 JEEP WRANGLER 4XE

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion: Plug-In Hybrid

Production Dates: Feb 21, 2023 - Jun 05, 2025

Number of potentially involved: 24,238

Descriptive Information:

Some 2023-2025 MY Jeep Wrangler Plug-in Hybrid Electric Vehicles ("PHEV") may have been updated with Firmware Over-The-Air ("FOTA") software which may cause incomplete communication between the Telematics Box Module ("TBM") and the Hybrid Control Processor ("HCP").

The suspect period began on February 21, 2023, when the first vehicle that subsequently received a FOTA software update was built, and ended on June 5, 2025 when the last vehicle that subsequently received a FOTA software update was built. FOTA software update records were used to determine the suspect population.

Similar vehicles not included in this recall are not PHEVs or were not included in the suspect FOTA software release.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Incomplete communication between the TBM and the HCP may cause the HCP to perform a reset.

FMVSS1:

Part 573 Safety Recall Report

25V710**FMVSS2:****Description of the safety risk, including crash, fire, death, injury:**

An HCP which resets while driving may cause a loss of motive power which can cause a vehicle crash without prior warning.

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

None

Component Manufacturer

Tier of Supplier:**Supplier Type:**

Name: Component manufactured by FCA US

Address:

Country:

Involved Components

Component Name 1: TBM Software

Component Description: TBM Software

Component Part Number: 68673681AB / 68673682AB / 68673683AD

Chronology

- On October 14, 2025, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation into some 2023-2025 MY Jeep Wrangler PHEVs for a loss of motive power potentially related to a FOTA software release.
- On October 14, 2025, NHTSA VDD-B called FCA US to indicate they had received over 200 VOQs related to the issue and noticed mention of it in online forums and groups.
- On October 14, 2025, Transport Canada Defect Complaints e-mailed FCA US to indicate they had received 7 Public Complaints related to the issue and noticed mention of it in online forums and groups.

Part 573 Safety Recall Report

25V710

- On October 14, 2025, TSRC met with FCA US engineering to review the issue, understand the potential failure mode, and to determine the suspect population.
- As of October 15, 2025, FCA US is aware of 111 customer assistance records, 0 warranty claims, 69 field reports, and 55 other service records potentially relating to this issue for all markets with dates of receipt ranging from October 10, 2025 through October 14, 2025.
- As of October 15, 2025, FCA US is not aware of any accidents or injuries potentially related to this issue for all markets.
- On October 16, 2025, FCA US determined, through the Vehicle Regulations Committee, that a safety defect exists in certain vehicles.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type:

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

FCA US LLC will conduct a voluntary safety recall. Final remedy under development. Interim corrective action to avoid loss of motive power was implemented using an update to the backend policy.

How remedy component differs from recalled component:

Final remedy under development. Interim corrective action to avoid loss of motive power was implemented using an update to the backend policy.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

****10/17/2025:** FCA US will notify dealers on or about 10/23/2025 and begin notifying owners on or about 11/25/2025.

Part 573 Safety Recall Report**25V710****Planned Dealer Notification Date:** Oct 23, 2025 - Oct 23, 2025☐ No Dealers**Planned Interim Owner Notification Date:**☐ No Owners**Planned Remedy Owner Notification Date:** Nov 25, 2025 - Nov 26, 2025☐ Phased Recall**Date when VIN will be searchable:** Oct 23, 2025