

SAFETY RECALL

NORTH AMERICA

Engine Compartment Fire - High Duty Cycle



Reference: B3C / NHTSA 25V-720

FCA US LLC



RAM

Remedy available for

2022 – 2025 (VF) RAM ProMaster

Template Version 1.0

Revision	Edition	Detail
0	November 2025	Initial Version.

SYMPTOM DESCRIPTION

The cooling fan module on about 44,330 of the above vehicles built for fleet sale may be susceptible to premature bearing wear and inadequate fuse protection. Certain extremely demanding fleet duty cycles can cause premature bearing wear resulting in high current draw combined with inadequate fuse protection on the 400W fan circuit which may lead to a vehicle fire. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

SCOPE

This recall applies only to the above vehicles equipped with a 3.6L gas engine (sales codes ERF).

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

IMPORTANT:

- Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,874 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

Replace the cooling fan module, change the 400W fan fuse, insert an owner's manual addendum and add a label for the Power Distribution Center (PDC).

ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

COMPLETION REPORTING / REIMBURSEMENT

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Replace Cooling Fan Module (2022-2026 VF)	07-67-C1-82	1.9

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN and may NOT be used in coordination with any Alternate Transportation claims.

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For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

PARTS INFORMATION

Part No.	Qty.	Part Name
CSTT67C1AA	1	Fan Module (Radiator Cooling)
CSNJVB24AA	1	Cable Ties for Wire Harness to Cooling Fan Module
000MAX40	1	Fuse (40 AMP, ORANGE)

Part No.	Qty.	Part Name
CSTT67C2AA	1	Owner's manual addendum and PDC label kits - English

Ordering the Owner's Manual Addendum and PDC Label Kit:

The labels and owner's manual addendums may be ordered using the Marketing Materials link within DealerCONNECT.

Process Steps to Order Additional labels owner's manual addendums kits:

1. Access the "DealerCONNECT" website.
2. Select the "RECALL CENTRAL RECALL RESOURCES" link on the "HOME" page of DealerCONNECT.
3. Select the "Literature & Merchandising Materials" link in the "REPAIR INFORMATION" section.
4. Locate the "SHOP ALL PRODUCTS" section heading and select the "View All" link.
5. Enter the kit part number into the "search for products" search bar at the top of the page.
6. Select Item > ADD TO CART.
7. Select the cart icon at the top right, chose ship method and then select "CHECKOUT" and follow additional instructions to submit order.

PARTS RETURN

No parts return required for this campaign.

Render the recalled parts unusable and discard.

SPECIAL TOOLS

No Special Tools are required to perform this service procedure.

DEALER NOTIFICATION

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

OWNER NOTIFICATION / SERVICE SCHEDULING

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

VEHICLE LISTS, GLOBAL RECALL SYSTEM, VIP AND DEALER FOLLOW UP

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of

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various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

ADDITIONAL INFORMATION

Customer Services / Field Operations
FCA US LLC.

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SERVICE PROCEDURE

A. Fan Module Replacement (2022-2025 with Engine Sales Code ERF)

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 04 - Vehicle Quick Reference/Hoisting/Standard Procedure.
2. Remove the right tire and wheel assembly. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 22 - Tires and Wheels/TIRE AND WHEEL/Removal and Installation.
3. Remove the right lower splash shield (Figure 1).

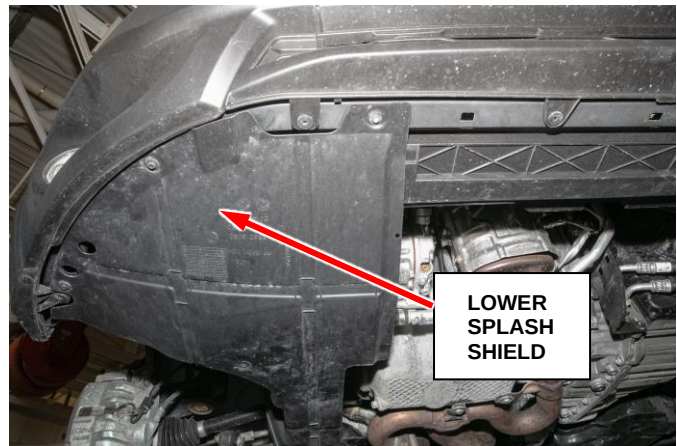


Figure 1 – Lower Splash Shield

4. Remove the cooling fan ground wire nut from the left frame rail (Figure 2).

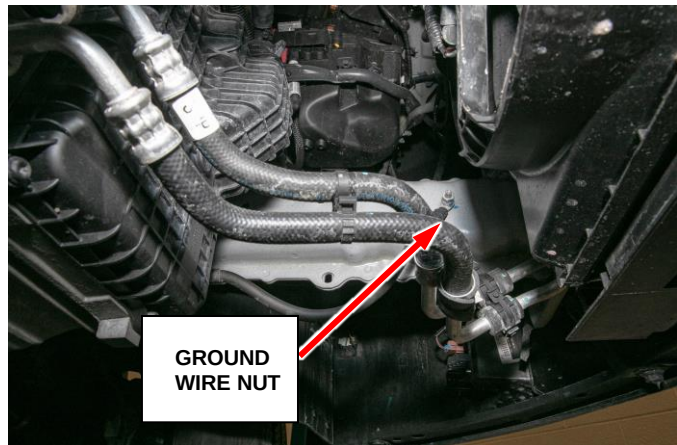


Figure 2 – Ground Wire Nut

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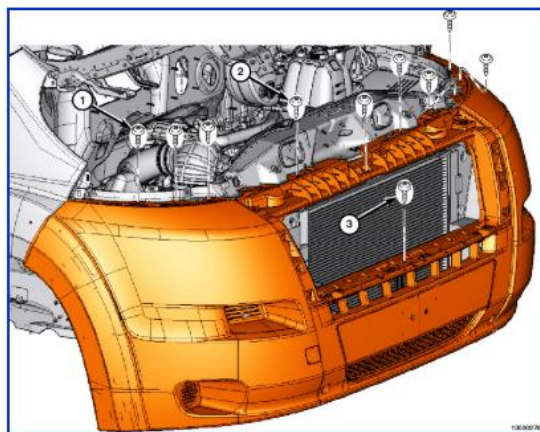
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5. Remove the three retainers securing the coolant hose to the cooling fan module and position aside the coolant hose.
6. Remove the air cleaner resonator. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 09 - Engine/Air Intake System/RESONATOR, Air Cleaner/Removal and Installation.
7. Remove the air cleaner body. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 09 - Engine/Air Intake System/BODY, Air Cleaner/Removal and Installation.
8. Remove the pressurized coolant bottle bolt and position the pressurized coolant bottle aside. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 09 - Engine/Cooling System/BOTTLE, Coolant/Removal and Installation.
9. Detach the wire harness retainers from the pressurized coolant bottle.
10. Remove the pressurized coolant bottle bracket bolts and the pressurized coolant bottle bracket.
11. Remove the fasteners and the Power Distribution Center (PDC) cover.

NOTE: Care should be taken to capture and reuse as much coolant as possible. The vehicle should lose a quart or less if the next step is performed with care.

12. Position a clean container under the upper radiator hose connection to capture coolant. Disconnect the upper radiator hose from the radiator and position aside.
13. Remove the grille. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 23 - Body/Exterior/GRILLE/Removal and Installation.
14. Remove the side, front and upper fasteners from the front fascia and reposition the front fascia (Figure 3).
15. Remove the radiator support bolts.
16. Remove the four front fasteners.



- 1 - Side Fasteners
- 2 - Upper Fastener
- 3 - Front Fastener

Figure 3 – Front Fascia Fasteners

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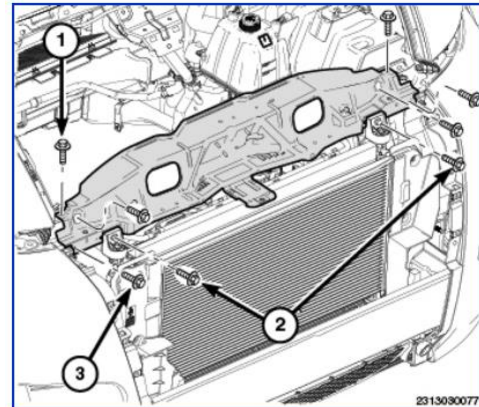
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17. Remove the top fasteners and pull the pull forward the radiator crossmember (Figure 4).



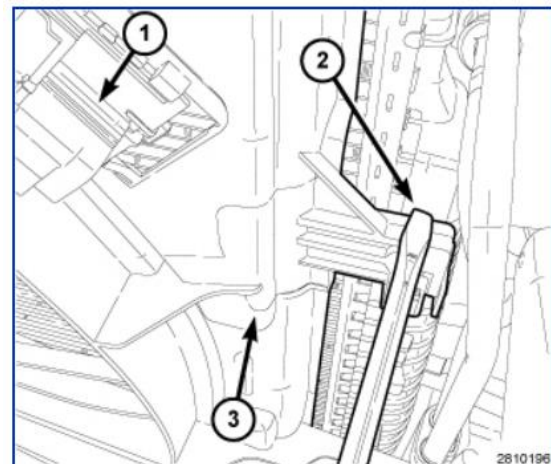
- 1 - Top Fasteners
- 2 - Support Bolts
- 3 - Front Fastener

Figure 4 – Radiator Crossmember Fasteners

18. Release the retaining clips and lift upwards to release the cooling fan from the mounts (Figure 5).
19. Remove the cooling fan from the top of the vehicle.

INSTALLATION

20. Follow the removal procedure in reverse for general reassembly of the components on the vehicle.
21. Top off the coolant prior to returning the vehicle to the customer. Use MS-12106 or MS-90032 or equivalent coolant only.
22. Ensure the old fan module has been rendered **UNUSABLE** and **DISCARD**.



- 1 - Housing
- 2 - Retaining Clip
- 3 - Cooling Fan

Figure 5 – Radiator Crossmember Fasteners

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B. Replace PDC Fuse 07

1. Loosen the fasteners holding the PDC cover in place and remove it.
2. Remove the old fuse from location F07 and discard it.
3. Install a new 40A fuse to location F07.



Figure 6 – PDC Location F07

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C. Add Label to PDC Cover

1. Using isopropyl alcohol and a clean cloth, clean the area where the PDC label will be applied. Allow the alcohol to evaporate before applying the label (Figure 7).
2. Remove the PDC label from the paper backing.
3. Apply the PDC label in the position shown in Figure 7.
4. Apply pressure to the entire surface of the PDC label with firm overlapping strokes removing all wrinkles and air bubbles. Using a tool such as a squeegee is allowed.
5. Install the PDC cover.

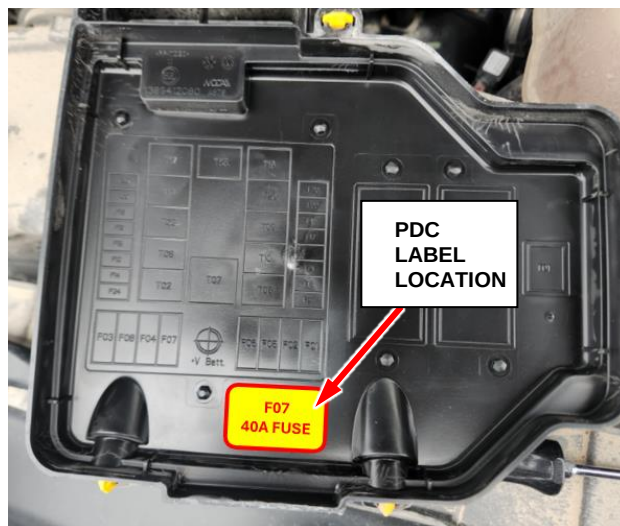


Figure 7 – PDC Label Location

D. Insert Owner Manual Update

1. Place the Owner's Manual Addendum in the glovebox with the Owner's Manual (Figure 8).



THIS ADDENDUM UPDATES INFORMATION ON "FUSES" IN THE "IN CASE OF EMERGENCY" AND "SERVICING AND MAINTENANCE" SECTIONS OF YOUR OWNER'S MANUAL AND USER GUIDE

MODELS: 2019-2026 Ram ProMaster (3.6L Engine).

OVERVIEW: This addendum updates underhood fuse cavities F06 and F07.

2019-2019 OWNER'S MANUAL AND USER GUIDE: Fuses are located in the "In Case of Emergency" section.

2020-2026 OWNER'S MANUAL: Fuses are located in the "Vehicle Maintenance" section of the "Servicing and Maintenance" topic.

Underhood Fuses

Cavity	Main Fuse	Mini Fuse	Description
F06	60 Amp Blue	-	Engine Cooling Fan - 2nd Speed
F07	40 Amp Orange	-	Engine Cooling Fan - 1st Speed

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Figure 8 – Owner Manual Update

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