

# Part 573 Safety Recall Report

# 24V-715

**Manufacturer Name :** Chrysler (FCA US, LLC)**Submission Date :** SEP 26, 2024**NHTSA Recall No. :** 24V-715**Manufacturer Recall No. :** 99B**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 : 336

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2024-2024 RAM ProMaster

Vehicle Type :

Body Style : VAN

Power Train : NR

**Descriptive Information :** Some 2024 RAM ProMaster Battery Electric Vehicles ("BEV") may have been produced with incorrect Motor Control Processor A ("MCPA") software that may allow a loss of propulsion.

The suspect period began August 31, 2023, when the first saleable vehicle potentially containing incorrect software in the MCPA was produced, and ended on April 13, 2024, when the last vehicle potentially containing incorrect software in the MCPA was produced. Engineering release and vehicle manufacturing records were used to determine the suspect population.

Similar vehicles not included in the recall contain the correct software in the MCPA.

Production Dates : AUG 31, 2023 - APR 13, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** Incorrect software in the MCPA may allow a loss of propulsion in certain circumstances.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** An unexpected loss of propulsion can cause a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning None  
that can Occur :

## Involved Components :

Component Name 1 : Power Inverter Module

Component Description : Power Inverter Module

Component Part Number : 68525367AC

## Supplier Identification :

### Component Manufacturer

Name : JING-JIN ELECTRIC NORTH AMERICA LLC

Address : 34700 GRAND RIVER AVE  
FARMINGTON HILLS Michigan 48335-3375

Country : United States

## Chronology :

- On August 08, 2024, FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation based on engineering analysis into a potential loss of propulsion issue related to MCPA software in some 2024 MY RAM ProMaster BEV.
- From August 2024 through September 2024, FCA US TSRC met with FCA US Engineering and Manufacturing to review the issue, understand all potential failure modes, and to determine the suspect population.
- As of September 04, 2024, FCA US is not aware of any customer assistance records, warranty claims, field reports, or other service records potentially relating to this issue for all markets.
- As of September 04, 2024, FCA US is not aware of any accidents or injuries potentially related to this issue for all markets.
- On September 20, 2024, 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 reprogram the MCPA with corrected software.

FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

How Remedy Component Differs from Recalled Component : The remedy is a MCPA software update.

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : \*\*09/26/2024: FCA US will notify dealers on or about 10/03/2024 and begin notifying owners on or about 10/10/2024.

Planned Dealer Notification Date : OCT 03, 2024 - OCT 03, 2024

Planned Owner Notification Date : OCT 10, 2024 - OCT 10, 2024

\* NR - Not Reported