

Part 573 Safety Recall Report

23V-265

Manufacturer Name : Chrysler (FCA US, LLC)

Submission Date : APR 13, 2023

NHTSA Recall No. : 23V-265

Manufacturer Recall No. : 37A



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 : 131,700

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Ram 1500

Vehicle Type :

Body Style : PICKUP TRUCK

Power Train : NR

Descriptive Information : Some 2021 MY Ram 1500 vehicles equipped with the 5.7L eTorque engine.

The suspect period began on June 3, 2020, when production of the 2021 MY Ram 1500 began, and ended on September 12, 2021, when production of the 2021 MY Ram 1500 ended. The suspect period was determined using vehicle manufacturing records.

Similar vehicles not included in this recall are not equipped with the 5.7L eTorque engine or were built before, or after, the suspect period.

Production Dates : JUN 03, 2020 - SEP 12, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Some 2021 MY Ram 1500 vehicles equipped with the 5.7L eTorque engine may experience an engine shut down caused by an over rich fuel condition under certain operating conditions.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An engine shut down may result in an unexpected loss of motive power while driving, which 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 : Software

Component Description : Engine Controller

Component Part Number : Please see "FCA US LLC Recall Part Numbers-37A-DT with 5.7L eTorque engine stall-04132023.pdf"

Supplier Identification :

Component Manufacturer

Name : Component not manufactured by a differen

Address : x

x x x

Country : NR

Chronology :

- On January 20, 2023, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation into the 2021 MY Ram 1500 equipped with the 5.7L eTorque engine for a potential stall condition while driving.
- From January 2023, through March 2023, FCA US TSRC conducted an analysis of stall patterns and vehicle history, and determined that the affected vehicles were equipped with powertrain control module software which was the origin of the stalls.
- As of March 30, 2023, FCA US is aware of 206 customer records, 636 warranty claims, and 53 field reports potentially related to this issue for all markets with dates of receipt ranging from October 8, 2020, through March 28, 2023.
- As of March 30, 2023, FCA US is aware of one accident and zero injuries potentially related to this issue for all markets.
- On April 6, 2023, 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 on all affected vehicles to update the Powertrain Control Module calibration 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 updated Powertrain Control Module calibration software.

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

Recall Schedule :

Description of Recall Schedule : **04/13/2023: FCA US will notify dealers and begin notifying owners on or about 06/02/2023.

Planned Dealer Notification Date : JUN 02, 2023 - JUN 02, 2023

Planned Owner Notification Date : JUN 02, 2023 - JUN 02, 2023

* NR - Not Reported