


Cape Coral, FL 

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

June 9, 2026

RE: Safety Recall No 226 – Ejection Mitigation

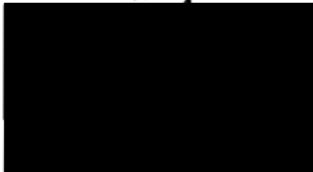
Dear Sir:

After receiving the enclosed Side Curtain Airbags recall, I called the dealership where I purchased my vehicle. When I made the appointment, the clerk stated they would need to keep my vehicle for two days. When I arrived for my appointment, they said it was necessary to keep vehicle overnight. My appointment was this morning at 9:20 am. After waiting in line for 20 minutes or so, a service advisor assisted me. He asked me to wait in the waiting room. A clerk called my name. She asked for my driver's license and insurance card. She requested that I initial the top form with my information. She requested that I initial/sign additional forms. The title on the form was "Multi State Vehicle Use Agreement Terms and Conditions." Absolutely nothing on the form applied to me receiving a dealership loaner. I have no desire to sign or participate in a "binding legal agreement with FCA US LLC.

If the dealership can service my vehicle in a reasonable amount of time, without needing to keep it overnight, please contact me. The letter states estimated repair time two hours. In addition, your dealer will require your vehicle for proper check-in and check-out during visit.

The only alternative the clerk offered me that morning, is that I rent a car on my own.

Sincerely,


Enclosure

W

Now up to us to keep it working

This notice applies to your vehicle,

2025 Chrysler Pacifica

VIN: [REDACTED]

06D/NHTSA 26V-189



YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler / Dodge / Jeep / RAM Dealership.

2. Call the FCA Recall Assistance

Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment.

3. Visit recalls.mopar.com, scan the

QR code below, or download the Mopar Owner's Companion App.



Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 06D.

*Appointment discussed for June 9 @ 9:30 am
I will leave van there for 2 days & see dealer*

IMPORTANT SAFETY RECALL

Side Curtain Airbags

Dear DOY G WILLIS,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC has decided that certain 2025 Chrysler Pacifica vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 226 - Ejection Mitigation.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The Curtain Airbags (CABs) on your vehicle ^[1] may not retain sufficient pressure during deployment. CABs which do not have proper pressure retention may reduce occupant protection and increase the risk of partial and complete ejection and injury of an occupant through a side window during certain types of crashes.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 571.226 S4.2.1 requires that "When propelled ... into the impact target locations ... the most outboard surface of the ... headform must not displace more than 100 millimeters beyond the zero displacement plane." Suspect CABs may not retain sufficient pressure to prevent headform displacement of more than 100 mm.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace both CABs. The estimated repair time is two hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Ask your dealer for alternate transportation options while your vehicle is in service. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR FREE REPAIR,

CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC

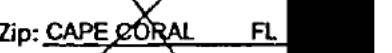
Acknowledgment

THIS ACKNOWLEDGMENT IS A BINDING LEGAL AGREEMENT BETWEEN YOU AND FCA US LLC. BY SIGNING BELOW, YOU AGREE TO THE FCA CONNECTED SERVICES AGREEMENT LOCATED AT [HTTPS://CONNECT.JEEP.COM/US/EN/TERMS-AND-CONDITIONS/LATEST](https://connect.jeep.com/us/en/terms-and-conditions/latest). YOU ALSO ACKNOWLEDGE AND CONSENT TO THE COLLECTION, USE, AND DISCLOSURE OF YOUR PERSONAL INFORMATION AS DESCRIBED IN THE FCA CONNECTED SERVICES PRIVACY NOTICE LOCATED AT [HTTPS://CONNECT.JEEP.COM/US/EN/CONNECTED-SERVICES-PRIVACY-POLICY/LATEST](https://connect.jeep.com/us/en/connected-services-privacy-policy/latest) AND THE FCA US LLC PRIVACY POLICY LOCATED AT [HTTPS://WWW.JEEP.COM/CROSSBRAND US/PRIVACY](https://www.jeep.com/crossbrand-us/privacy). PLEASE READ THESE DOCUMENTS CAREFULLY BEFORE SIGNING BELOW.

1. **Definitions.** In this Acknowledgment, "FCA," "we," "us," or "our" refers to FCA US LLC, and "you" refers to the person who signs the Vehicle Use Agreement and the additional drivers, if any, noted in the Vehicle Use Agreement. "Vehicle" means the Chrysler, Dodge, Jeep, Ram, FIAT® or Alfa Romeo vehicle that a Dealer loans to you, and "Dealer" refers to the dealership in our independent dealer network business that provides the Vehicle. "Vehicle Use Agreement" refers to the vehicle use or other agreement that you sign with the Dealer for the Vehicle, which is exclusively between you and the Dealer.
2. **Connected Services.** Connected Services, such as navigation and remote assistance, will be enabled on your Vehicle. We call them Connected Services because they rely on a cellular or satellite connection in order to work. Connected Services are described in, and governed by, the FCA Connected Services Agreement identified above. This is a separate agreement between you and us. Your Vehicle Use Agreement does not apply to Connected Services because we provide them, not the Dealer.
3. **Covered Data.** Your Vehicle will have sensors, cameras, and systems that collect and send personal information to us. This personal information includes the Vehicle's exact location, how and when it is driven, and data relating to Connected Services. We call this personal information "Covered Data." The FCA Connected Services Privacy Notice identified above defines Covered Data and tells you how we collect, use, and disclose it.
4. **Other Personal Information.** We will also receive personal information about you that is not Covered Data. This includes information that is collected by the Dealer and shared with us. The FCA US LLC Privacy Policy identified above describes this personal information and tells you how we collect, use, and disclose it.
5. **Factory Reset.** YOU AGREE TO RESET YOUR VEHICLE'S INFOTAINMENT UNIT TO ITS FACTORY DEFAULT SETTINGS WHEN YOU RETURN IT. PLEASE CONSULT WITH THE DEALER OR CALL US AT (800) 777-3600 IF YOU NEED HELP WITH THIS TASK.
6. **Complete Agreement.** The FCA Connected Services Agreement and this Acknowledgment are the complete agreements between you and us regarding Connected Services and the Vehicle. They replace any prior oral or written agreements between you and us regarding their subject matter. You represent that you have been given a meaningful opportunity to review the FCA Connected Services Agreement, FCA Connected Services Privacy Notice, and FCA US LLC Privacy Policy before you signed this Acknowledgment. Neither you, nor we, are relying on any representation that is not specified in this Acknowledgment or the FCA Connected Services Agreement. This Acknowledgment may only be amended by a written agreement that has been signed by you and us.

By signing below, you: (1) agree to the FCA Connected Services Agreement, (2) acknowledge and consent to the FCA Connected Services Privacy Notice, and (3) acknowledge and consent to the FCA US LLC Privacy Policy.

CUSTOMER

Signature: 
Print Name: 
Street Address: 
City, State, Zip: CAPE CORAL FL 
Date Signed: 6/9/2026

ADDITIONAL DRIVER (Add signature lines if needed.)

Signature: _____
Print Name: NONE
Street Address: _____
City, State, Zip: _____
Date Signed: 6/9/2026

*These are copies of the forms
I did not feel comfortable
signing.*

MultiState Vehicle Use Agreement Terms and Conditions ("Terms and Conditions")

9. Reserve Charges. You permit us to reserve against your payment card at the time of rental a reasonable amount in addition to estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve upon the completion of your rental. Your payment card issuer's rules will apply to your credit line or account being credited for the excess, which may not be immediately released by your card issuer. You will pay us all Charges, including: (a) applicable time and mileage fee; (b) taxes, surcharges, and other fees; (c) a return check fee if you pay us with a check returned unpaid; (d) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (e) all costs we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (f) a late fee on all Charges that are not paid when due; (g) a reasonable fee to clean the Vehicle if it is returned with evidence of smoking, vaping, or animals or otherwise substantially less clean than when received by you; (h) fuel and a refueling fee if you return the Vehicle with less fuel than when received by you; (i) a mileage charge based on our experience if the odometer is tampered with; (j) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle; (k) a reasonable fee if you lose the keys, key fob, or toll transponder to the Vehicle; and (l) a surcharge if you do not return the Vehicle on the date and time and to the location specified on the Face Page. All Charges are subject to our final audit.

10. Responsibility for Tolls, Traffic Violations, and Other Charges. You are liable for all tolls ("Tolls") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during the Rental Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you agree that we or a processing firm ("Processor") may, in our sole discretion and without prior notice to you, pay the Toll or Violation plus applicable taxes on your behalf directly to the appropriate authority. If we or a Processor elect to pay a Toll or Violation, you may not be able to challenge the validity of the Toll or Violation before the charging authority. We or the Processor will charge you the face value of the Toll or Violation and any taxes, plus an administrative fee per Toll and Violation. If we or a Processor, in our sole discretion, elect to transfer liability for a Toll or Violation assessed against the Vehicle during the Rental Period to you personally, we or the Processor will charge you an administrative fee per Toll or Violation. You authorize us to release your rental and payment card information to the charging authorities and the Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us and the Processor to charge all payments and administrative fees to the payment card you used in connection with this Agreement. Certain toll roads do not accept cash. To avoid toll violations and associated fines, fees, and taxes (and our administrative fees), you must pay all Tolls with a personal transponder that is accepted on the road; use only cash lanes and pay cash; plan a route to avoid Tolls; or consult local authorities for other payment methods.

11. Personal Property and Information. To the extent permitted by law, you release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose. You understand that, to the extent permitted by law, we may collect and maintain copies of your valid driver's license and insurance information presented at the time of and in relation to this Agreement. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with enforcement of our rights under this Agreement and for other legitimate purposes. The Vehicle may be equipped with an infotainment system that permits you to connect your personal device and pre-set radio stations and GPS locations. If you use an infotainment system, the Vehicle may automatically load personal information from your device. Follow the steps displayed on the Vehicle system screen to delete this information and the device from the Vehicle's memory. We are not responsible for assuring the privacy of that information and cannot guarantee that other persons will not have access to this information after you return the Vehicle.

12. Telematics and GPS Tracking. (a) You acknowledge that the Vehicle may be equipped with global positioning satellite ("GPS") technology, a telematics system, and/or an event data recorder (collectively, "Telematics Systems"). Your use of this Vehicle may be remotely monitored by us or on behalf of us through Telematics Systems to the extent permitted by law. This remote monitoring may include the collection of Vehicle data, such as: location, odometer, oil life, fuel level, tire pressure, battery state of charge, diagnostic trouble codes, as well as other elements we may deem necessary as permitted by law. Once collected, the Vehicle data may be combined with other information that you have provided to us and used to generate safety, performance, and other similar information so that we can deliver better services. Our use of the information collected from the Vehicle may include sharing the data with third parties (such as our service providers), as well as storage of this information after the expiration of your rental agreement. You agree to inform any and all drivers and passengers of the Vehicle of the terms of this paragraph 12. We are not responsible for the operability of any Telematics System included with the Vehicle. (b) If your Vehicle has active Telematics System equipment, you understand that your use of the Vehicle is subject to the third-party Telematics System operator's terms and conditions, which may include system and service limitations, warranty exclusions, limitations of liability, and privacy practices relating to the collection, use, and sharing of information about you and the Vehicle. If the Vehicle does not have an active Telematics System, you agree not to activate it. If you do activate a service in violation of this Agreement, you will be responsible for all subscription fees. (c) We also reserve the right to use the Vehicle Telematics System in connection with your smart phone or other device to process the rental, including the start and end time, fuel levels, and mileage (to the extent permitted by law).

13. Electronic Communications and Consent: Transactional Emails and Texts. (a) **Generally.** To the fullest extent permitted by law, we may provide this Agreement and any notices or other communications (including by e-mail) regarding this Agreement, reservations, or rental of Vehicles ("Communications") to you electronically, and you agree to receive Communications from us in an electronic form. We may deliver Electronic Communications to the email address that you provide to us when entering into this Agreement or otherwise. All Communications in either electronic or paper format will be considered to be in "writing." All Communications will be considered to have been received no later than five (5) business days after dissemination, whether or not you have received or retrieved the Communications. Although we reserve the right to provide Communications in paper format to you at the postal address you provide to us, you expressly agree that any notice or other Communications due under this Agreement may be given in email form to the email address that you provide to us. Your consent to receive Communications electronically is valid until you revoke your consent. (b) **Texting & Calling.** By executing this Agreement, you consent to us and/or our representatives contacting you at the phone number(s) provided in connection with this Agreement for the purpose of delivering informational or transactional outreach, including customer surveys, via live, pre-recorded, or autodialed calls or texts. Your consent to receiving these calls or texts is not a condition of this Agreement or any other agreement with us.

14. Electric Vehicle Terms. The terms in this Paragraph 14 apply to the rental of an electric vehicle ("EV"). An EV is defined as a vehicle that exclusively uses battery power rather than gasoline or diesel fuel. (a) **Battery Life and Charging the EV.** You understand that the battery life of the EV is impacted by a number of factors including weather, driving and road conditions, and we cannot guarantee the range of your EV. You must return the EV with at least the same amount of battery charge/range as when rented. If not, we may assess a recharging fee as noted on the Face Page. You may recharge the EV at public or private charging locations at your own cost. You may have to register at some of these locations, and you will be responsible for any registration requirements (such as accepting terms and conditions and privacy policy) and all fees. You can locate charging stations through the vehicle's navigation system, if equipped. You will be liable for the cost of any tow if the EV is not drivable due to a low battery. You are not authorized to call a private tow or otherwise make arrangements to tow the EV on our behalf. (b) **Equipment.** You must return all EV equipment provided with your EV (including, charging equipment, keys, key cards, fobs and/or remotes) in the same condition as when rented when you return the Vehicle. You will be charged for the full replacement cost of any missing EV equipment and the cost to repair (up to the full replacement cost) for any damaged EV equipment.

15. Miscellaneous. No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. Our waiver of a breach of this Agreement, our acceptance of payment from you, or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. **TO THE FULLEST EXTENT PERMITTED BY LAW, YOU: (A) RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH THIS TRANSACTION OR THE RESERVATION OR USE OF A VEHICLE; AND (B) WAIVE ALL RECOURSE AGAINST US FOR CRIMINAL PROSECUTIONS WE TAKE AGAINST YOU FOR BREACH OF THIS AGREEMENT.** Unless otherwise provided, any reference to a statute or regulation will be deemed to be a reference to that statute or regulation as amended from time to time or to a newly adopted statute or regulation replacing a repealed statute or regulation. If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

Customer Initial

[REDACTED]
Cape Coral, FL

FT MYERS FL 339

25 JUN 2026 AM 11



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

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