



## **SAFETY RECALL J12 – REPROGRAM HVAC CONTROL HEAD MODULE**

Dear: (Name)

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2009 model year Dodge 1500 series pick up trucks.

**The problem is...** The Heating, Ventilation, Air Conditioning (HVAC) module on your truck (VIN: xxxxxxxxxxxxxxxxx) may have an inoperative mode door. This can result in an inability to activate the defrost mode and reduce visibility through the windshield. Lack of the defrost mode could cause a crash under certain driving conditions.

**What your dealer will do...** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the status of the HVAC control head module and reprogram or replace it as necessary. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply contact your dealer right away to schedule a service appointment. **Remember to bring this letter with you to your dealer.**

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at [www.dodge.com/ownersreg](http://www.dodge.com/ownersreg)

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Customer Services Field Operations  
Chrysler Group LLC  
Notification Code J12

*Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.*