

## **IMPORTANT SAFETY RECALL**

**R36 / NHTSA 15V-459**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2012 through 2014 model year Dodge RAM Pickup trucks**.

***The problem is...*** The steering wheel wire harness on your vehicle may become chaffed by the driver airbag module retainer spring ends. A chaffed steering wheel wire harness could cause an electrical short and/or an inadvertent driver airbag deployment. Inadvertent driver airbag deployment, during certain driving conditions, may increase the risk of a crash and/or vehicle occupant injury.

***What your dealer will do...*** FCA will repair your vehicle free of charge. To do this, your dealer will inspect the steering wheel wire harness, and repair if needed. The steering wheel wire harness will be rerouted and secured to prevent wire chaffing and protective caps will be installed onto the airbag retainer spring ends. 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 Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Please 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 the FCA Group Recall Assistance Center at either [recalls.mopar.com](http://recalls.mopar.com) or 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. If you have further questions go to [recalls.mopar.com](http://recalls.mopar.com).

If you have already experienced this specific condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: FCA Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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  
FCA US LLC

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