

**IMPORTANT SAFETY RECALL**

**R45 / NHTSA 15V-508**

This notice applies to your vehicle (VIN: AACCAAAA1AAA12345).

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

Dear SAMPLE A. SAMPLE:

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2015 model year Jeep® Renegade vehicles.**

**The problem is...** The computer-controlled electronic systems on your vehicle may be at risk of unauthorized and/or unlawful access, which can result in undesired vehicle behavior(s). Undesired vehicle behavior(s) could distract the driver and cause a crash without warning.

**What your dealer will do...** FCA will repair your vehicle free of charge. To do this, your dealer will perform a radio software update. 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...** FCA is providing you two options. Your first option is to perform the software update yourself utilizing the enclosed USB drive, following the detailed instructions provided in this package. Your second option is to contact your dealer to schedule a service appointment. Please bring the enclosed USB Drive and 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 [fcarecalls.com](http://fcarecalls.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 [fcarecalls.com](http://fcarecalls.com).

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://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.*



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**PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle Identification Number) **AAAJ2345** Notification Code **R45**

This service was previously performed on my vehicle (check one if applicable):

My vehicle was inspected and found to be ok.  
 My vehicle was repaired.

This vehicle was (check one if applicable):  scrapped  stolen  exported

This vehicle was sold to (check one if applicable):

A dealer, or someone whose name and address is unknown.  
 Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: \_\_\_\_\_

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):  
 Mr.  Miss  Mr. & Mrs.  Dr.  
 Mrs.  Ms.  Rev.  Business

First Name \_\_\_\_\_ MI \_\_\_\_\_  
 Last Name \_\_\_\_\_  
 Street Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Email Address \_\_\_\_\_