

## **IMPORTANT SAFETY RECALL**

**R40 / NHTSA 15V-461**

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

This interim 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 **2013 through 2015 model year RAM trucks and Dodge Viper vehicles; 2014 and 2015 model year Dodge Durango, Jeep® Grand Cherokee and Jeep® Cherokee vehicles; 2015 model year Dodge Challenger, Dodge Charger, Chrysler 200 and Chrysler 300 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 three options:**

- **Your first option is to perform the software update for your vehicle by downloading the software from <https://www.driveuconnect.com/software-update/>. For questions about this installation please call Uconnect Care at 877-855-8400.**
- **Your second option is to contact your dealer to schedule a service appointment to have the software updated. Please bring this letter with you to your dealer.**
- **Your third option is to wait for a USB drive specific to your vehicle to be mailed to you and follow the detailed instructions provided in that package. Your vehicle-specific USB drive is not yet available, but will be mailed to you in the next several days.**

***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, 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 **[safecar.gov](http://safecar.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.*