

IMPORTANT SAFETY RECALL

S30 / NHTSA 16E-041

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

Dear: (Name)

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain aftermarket Mopar canvas front seat covers that can be used on **2012 through 2016 model year RAM 1500/2500/3500 Pickup trucks**. **Our records show that you may own these Mopar canvas seat covers.**

The problem is... The front canvas seat covers may prevent the proper deployment of the seat thorax airbag, potentially resulting in delayed or improper deployment of that airbag during a crash. A delayed, or improperly deployed, seat thorax airbag during a crash increases the risk of front seat occupant injury.

What your dealer will do... FCA US will remove the seat covers from your vehicle and provide you a full refund of the purchase price. 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. **If you purchased Mopar canvas seat covers and you prefer to remove the front seat covers yourself to ensure your safety, simply remove them and bring them with this letter to your dealer for a full refund. All front canvas seat covers must be returned to the dealer for disposal in order to receive a full refund.**

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 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.

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 or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA US 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.

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.