



FIAT CHRYSLER AUTOMOBILES

MAR 24
2016

IGNITION SWITCH CONTACT HOLDER BLOCK

IMPORTANT SAFETY RECALL

R64 / NHTSA 15V-799

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

This notification letter 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 **2015 model year RAM ProMaster vehicles**.

The problem is... The ignition switch electrical contact holder block on your vehicle may have intermittent electrical circuit(s). A loss of electrical power, due to intermittent electrical circuit(s) can result in a partial or complete loss of Airbag Function, Anti-Lock Brakes (ABS) Function, Electronic Stability Control (ESC) Function and/or Instrument Panel Cluster Function.

The lack of a functioning ABS and/or ESC system(s) could change the braking and/or handling characteristics of the vehicle and cause a crash without warning.

The loss of airbag deployment could increase the risk and/or severity of vehicle occupant injuries during a crash.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will replace the ignition switch contact holder block. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Authorized BusinessLINK dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your 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 Recall Assistance Center 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. If you have further questions go to recalls.mopar.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 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.