

IMPORTANT SAFETY RECALL

S04 / NHTSA 16V-076

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

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

Dear: (Name)

FCA has decided that certain **2016 RAM ProMaster** vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.126 - Electronic Stability Control Systems.

The problem is... The Anti-Lock Brake System (ABS) module on your vehicle may contain software programming that does not reset the Electronic Stability Control (ESC) system to “Active” status during certain operating conditions.

If the driver manually turns the ESC system to the “OFF” mode, the ABS module software may not reset the ESC system back to “Active” status if the next ignition key cycle is performed within 10 seconds of the previous ignition key cycle.

If the driver does not notice that the “ESC Off” indicator lamp remained illuminated after an ignition key cycle, the vehicle may inadvertently be driven without the ESC system being in “Active” status. Driving the vehicle, without being aware that the ESC has been turned off, could cause unexpected vehicle handling characteristic 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 reprogram the ABS module. The work will take about one hour 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. 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 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.

If you have already experienced this specific condition and have paid to have it repaired, you may 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 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.