

IMPORTANT SAFETY RECALL

S24 / NHTSA 16V-202

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

This 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 **2015 through 2016 model year RAM ProMaster City vehicles**.

The problem is... The CAN-C bus communication connector on your vehicle may develop internal connector pin corrosion due to moisture intrusion. Corroded CAN-C bus communication connector pin(s) could lead to a loss of electrical contact and/or a loss of communication to the Transmission Control Module (TCM). A loss of communication to the TCM could cause the transmission to perform an unrequested shift into neutral. The vehicle operator would be unable to reengage the transmission. This could cause a crash without warning.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will inspect the CAN-C bus communication connector for pin corrosion. Vehicles found with corroded CAN-C bus connector pin(s) must have the connector replaced. All involved vehicles must also have the CAN-C bus communication connector relocated to a new location under the instrument panel. The work will take about 2 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 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 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.