

IMPORTANT SAFETY RECALL

S22 / NHTSA 16V-253

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

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 2014 through 2016 model year RAM ProMaster and 2015 and 2016 model year RAM ProMaster City vehicles equipped with Trailer Tow Group fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.108 - Lamps, Reflective Devices, and Associated Equipment.

The problem is... **The trailer tow lamp module on your vehicle may malfunction due to a software error. This could result in inoperative trailer brake lights. Towing a trailer with inoperative brake lights could cause a crash.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will replace the trail tow lamp module. The work will take about 1½ hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... For ProMaster vehicles, **contact your Authorized BusinessLINK dealer** right away to schedule a service appointment. For ProMaster City vehicles, **contact your Authorized BusinessLINK, Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. Ask the dealer to hold the part 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 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.