

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T79/NHTSA 17V-821

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

1. Visit [recalls.mopar.com](https://recalls.mopar.com) to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above
  2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available
- QR Code
3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available
  4. Call the FCA Recall Assistance Center at 1-866-220-6747. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have

# IMPORTANT SAFETY RECALL

## Brake Transmission Shift Interlock

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2009-2017 Model Year (DS) RAM 1500 Pickup, 2010-2017 Model Year (DJ) RAM 2500 Pickup, 2010-2017 Model Year (D2) RAM 3500 Pickup, 2011-2017 Model Year (DD) RAM 3500 Chassis Cab, 2016-2017 Model Year (DF) RAM 3500 10K GVWR Chassis Cab, 2011-2017 Model Year (DP) RAM 4500/5500 Chassis Cab] vehicles equipped with a column shift automatic transmission. This safety recall does not affect vehicles equipped with a rotary or floor shifter or manual transmission.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The Brake Transmission Shift Interlock (BTSI) locking pin on your vehicle <sup>[1]</sup> may become stuck in the open position. A BTSI locking pin stuck in the open position may allow the transmission to be shifted out of PARK and to any gear position without depression of the brake pedal and/or without the key in the ignition, if a key is applicable. **The ability to shift the transmission out of the PARK position without a key in the ignition or a brake pedal application, increases the potential for an unintended vehicle rollaway that may result in a vehicle crash or injury without prior warning.**

**WARNING: Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage. Refer to your owner's manual for additional information regarding proper parking brake usage.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is not currently available. We are making every effort to finalize a remedy and obtain parts as quickly as possible, and will service your vehicle free of charge (parts and labor).

#### VISIT [RECALLS.MOPAR.COM/HELP](https://recalls.mopar.com/help) FOR MORE INFORMATION AND ANSWERS TO FREQUENTLY ASKED QUESTIONS

FCA US will contact you again, by mail, with a follow-up recall notice when the remedy and/or parts are available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment <sup>[2]</sup>. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](https://www.fcarecallreimbursement.com) to submit your reimbursement request online <sup>[3]</sup>. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

**DEALERSHIP INSTRUCTIONS**  
Please reference Safety Recall T79.

Customer Assistance/Field Operations  
FCA US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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](http://safercar.gov).

[3] You can also mail in 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.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



---

## **New Safety Recall Advanced Communication – T79**

FCA US LLC (FCA US) has announced a safety recall on certain  
2009 through 2017 model year (DS) RAM 1500 Pickup  
2010 through 2017 model year (DJ) RAM 2500 Pickup  
2010 through 2017 model year (D2) RAM 3500 Pickup  
2011 through 2017 model year (DD) RAM 3500 Chassis Cab  
2016 through 2017 model year (DF) RAM 3500 10K GVWR Chassis Cab  
2011 through 2017 model year (DP) RAM 4500/5500 Chassis Cab  
equipped with a column shift automatic transmission. This safety recall does not affect  
vehicles equipped with a rotary or floor shifter or manual transmission.

VINs identified as being involved in this campaign are currently live and searchable.  
**Stop sale is in effect for the above-identified vehicles.**

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

### **REASON FOR THIS SAFETY RECALL**

Some of the above vehicles have a Brake Transmission Shift Interlock (BTSI) locking pin which may become stuck in the open position. A BTSI locking pin stuck in the open position may allow the transmission to be shifted out of PARK and to any gear position without depression of the brake pedal and/or without the key in the ignition, if a key is applicable. The ability to shift the transmission out of the PARK position without a key in the ignition or a brake pedal application, increases the potential for an unintended vehicle rollaway that may result in a vehicle crash or injury without prior warning.

### **SERVICE ACTION**

FCA US will conduct a Voluntary Safety Recall on all affected vehicles. The remedy for this item is currently under development. Dealers will be notified of the launch of this safety recall by way of established communication methods.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations  
FCA US LLC