

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T24/NHTSA 17V-273

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit our Recall Website,** recalls.mopar.com or scan below.

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T24.

IMPORTANT SAFETY RECALL

Sun Visor Labels

Dear [Name],

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

FCA has decided that certain [2014-2017 model year (VF) RAM ProMaster] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208 – Occupant Crash Protection.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The sun visor labels, dashboard (hangtag) label, and Owner's Manual and User's Guide information in your vehicle ^[1] may be non-compliant to FMVSS No. 208. This non-compliance involves a misidentification of the frontal passenger non-advanced airbags as "Advanced Airbags". In the event that customers relied on the Owner's Manual and/or User's Guide information, they may believe that the frontal airbags may deploy with output adjusted to specific vehicle and crash conditions and they may position themselves closer to the airbag. **This may result in enhanced injuries in the event of an airbag deployment.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

We ask that you follow the enclosed Instruction Sheet to apply the two sun visor labels, install the hangtag label and attach the User's Guide Addendum to the vehicle's original User's Guide.

FCA will repair your vehicle ^[2] free of charge (parts and labor). If you prefer not to install the Labels and User's Guide Addendum yourself, simply contact your dealer to schedule a service appointment. Installation will only take a few minutes. However, additional time may be necessary depending on service schedules. This service will be provided free of charge. **Please bring the enclosed kit and this letter with you to your dealer.**

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

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 to submit your reimbursement request online. ^[3] 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.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles 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.

[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.