

# IMPORTANT SAFETY RECALL

## Reprogram Powertrain Control Module

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 MOPAR high performance Powertrain Control Modules (PCM) included in the Demon Crate. This PCM is intended for use with 2018 Model Year Dodge Challenger SRT Demon vehicles.

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

### WHY DOES MY DEMON CRATE PCM NEED REPAIR?

FCA records indicate that you may have purchased a Demon Crate for your vehicle <sup>[1]</sup>. The Demon Crate includes a MOPAR high performance Powertrain Control Module (PCM) which you may have installed in your vehicle. The fault handling strategy of this PCM software does not remove positive torque requests from the engine controller if the CAN-C bus stops communicating while the cruise control is requesting positive torque. In the instance of a short in the vehicle causing the CAN-C bus to stop communicating while the cruise control is active and the vehicle speed is below the set speed such that the cruise control system is requesting positive torque at the exact moment of the short, it is possible for a positive torque request to be locked on the PCM which may result in either the vehicle maintaining its current speed or possibly accelerating. **If the driver does not shift to neutral or apply the brakes to stop the vehicle this condition can cause a vehicle crash without warning.**

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

**Please bring your Demon Crate PCM and the vehicle to your dealer for remedy. Your vehicle's original PCM is covered by Safety Recall U60 / NHTSA 18V-332.**

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the software level of the Powertrain Control Module (PCM) and if necessary, reprogram the PCM. No other Demon Crate components require removal, installation, or reinstallation to accommodate the PCM reprogramming operation. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**Do not use cruise control on your vehicle until your PCM has been remedied.**

**TO SCHEDULE YOUR FREE REPAIR CALL  
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](http://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.

### 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 help schedule an appointment

### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U83.



**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.