

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U01/NHTSA 18V-049

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 recalls.mopar.com, scan the QR code below, or download the Mopar Owner’s Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner’s Companion App. 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 U01.

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 [2017 (RU) Chrysler Pacifica] vehicles.

YOUR VEHICLE HAS ALREADY BEEN REMEDIED

According to our service records, your vehicle ^[1] was previously repaired under Technical Service Bulletin 18-069-17 or Customer Satisfaction Notification T23 - EGR Valve Function. Your Powertrain Control Module (PCM) software was reprogrammed at that time, which resolved an engine stalling issue without prior warning, without lighting the Malfunction Indicator Lamp (MIL) or setting any Diagnostic Trouble Codes (DTC). This campaign does not need to be performed on your vehicle.

There is nothing more that you need to do.

CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. This letter serves as your Vehicle Emission Recall Proof of Correction for this Emission Recall. **Be sure to save this letter since the California Department of Motor Vehicles may require that you supply it as proof that the Emission Recall has been performed.** Your dealer can also provide you with a Vehicle Emission Recall - Proof of Correction Form if necessary.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
#: _____	Chrysler	2017	Van	XXXXXXXXXXXXXXXXXX
Manufacturer	FCA US LLC	Recall Number		U01
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer's Name	FCA US LLC	800 Chrysler Drive Auburn Hills, MI 48326-7922		
Date	2/18/2018			
Manufacturer's Authorization			FCA US LLC	
Return this certificate to DMV <u>only</u> when required – otherwise retain for your records.				

WHAT IF I HAVE QUESTIONS REGARDING THIS RECALL?

If you believe the PCM software in your vehicle ^[2] has not been reprogrammed or 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.

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.