

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

V12/NHTSA 19V-051

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 help schedule an appointment**

An agent can help schedule an appointment

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

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 V12.

# IMPORTANT SAFETY RECALL

## HVAC System

Dear [Name],

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

FCA has decided that certain [2019 model year (DT) RAM 1500 Pickup] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.103 - which requires vehicles to “have a windshield defrosting and defogging system.” Vehicles built with the 12-inch touchscreen display radio combined with the base Heating, Ventilation and Air Conditioning (HVAC) system do not have a functioning windshield defrosting and defogging system.

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

### WHY DOES MY VEHICLE NEED REPAIRS?

The 12-inch touchscreen display radio on your vehicle <sup>[1]</sup> may not communicate with the base HVAC system. Customers may realize that the HVAC system is not functioning by a lack of response to control inputs in the 12-inch touchscreen display radio interface. **The lack of a functioning windshield defrosting and defogging system may decrease outward visibility in certain driving conditions and can cause a vehicle crash without prior warning.**

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

FCA US will offer to repurchase your vehicle. <sup>[2]</sup> FCA US’ offer to repurchase your vehicle will be based on the fair market value of your vehicle based on its mileage and condition (less any modifications) using publicly available third-party valuation tools. Your dealer will assist you in making arrangements for a final appraisal of your vehicle.

**TO SCHEDULE THE REPURCHASE OF YOUR VEHICLE, 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 your vehicle repurchased.

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  
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.