



Revision (2) July 2020

Dealer Service Instructions for:

Safety Recall VB2 / NHTSA 19V-818

Engine Cooling Fan

NOTE: Remedy for 3.0L diesel engine equipped vehicles is now available in addition to 3.6L gasoline engine equipped vehicles.

NOTE: ProMaster repairs can only be performed by BusinessLink Dealers. Non BusinessLink Dealers should not order parts or perform the repair.

Remedy Available

2015-2018 (VF) Ram ProMaster

NOTE: This recall remedy applies only to the above vehicles equipped with a 3.0L diesel engine or 3.6L gasoline engine and equipped with Air Conditioning (A/C).

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

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. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The engine cooling fan on about 99,100 of the above vehicles may be susceptible to seizure and a cooling fan circuit protection design that may not be sufficient to protect the fan from overheating during a cooling fan seize condition in high speed mode. A cooling fan stall / seizure event could lead to electrical overloading of the fan motor potentially resulting in the thermal degradation of the brush housing, which may lead to a vehicle fire. In some circumstances, the Check Engine and/or the Engine Temperature Malfunction Indicator Lights may illuminate. A vehicle fire may increase the risk of injury to occupants and persons outside of the vehicle, as well as property damage.

Repair

Replace the engine cooling fan module.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

Parts Information

Part Number **Description**
CSNJVB24AA **Campaign Kit – All Vehicles**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
8	Cable Ties for Wire Harness to Cooling Fan Module

Part Number **Description**
CSNJVB21AA **Campaign Kit – 3.6L Gasoline Engine Only**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Cooling Fan Module Assembly

Part Number **Description**
CSNJVB22AA **Campaign Kit – 3.0L Diesel Engine Only**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Cooling Fan Module Assembly

Part Number **Description**
CSNJVB23AA **Campaign Kit – 3.0L Diesel Engine Only**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Hose Clamp for Charge Air Cooler

Parts Return

No parts return required for this campaign. Render the old fan module unusable and discard.

Service Procedure

A. Battery Disconnect

WARNING: Remove metallic jewelry to avoid injury by accidental arcing of battery current.

WARNING: The battery negative and positive cable polarity are different from the gasoline engine equipped vehicles to the diesel engine equipped vehicles. Please note the location of the positive and negative cables prior to service of the battery or related components.

NOTE: To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.

NOTE: It may be necessary to use a battery terminal puller if the battery cable terminal clamp is seized on to the battery post.

1. Turn the ignition switch to the “Off” position. Be certain that all electrical accessories are turned off.
2. Remove the battery cover (Figure 1).
3. Loosen the battery negative cable terminal clamp then remove and isolate the negative cable terminal from the battery post (Figure 1).



Figure 1 – Battery Cover and Negative Cable

4. Proceed to the appropriate service procedure for cooling fan replacement:
 - Section B. 3.6L Gasoline Engine Cooling Fan Replacement – Page 6
 - Section C. 3.0L Diesel Engine Cooling Fan Replacement – Page 13

Service Procedure [Continued]

B. 3.6L Gasoline Engine Cooling Fan Replacement

1. Open and support the hood.

2. Remove the bolt and position aside the pressurized coolant recovery bottle (Figure 2).

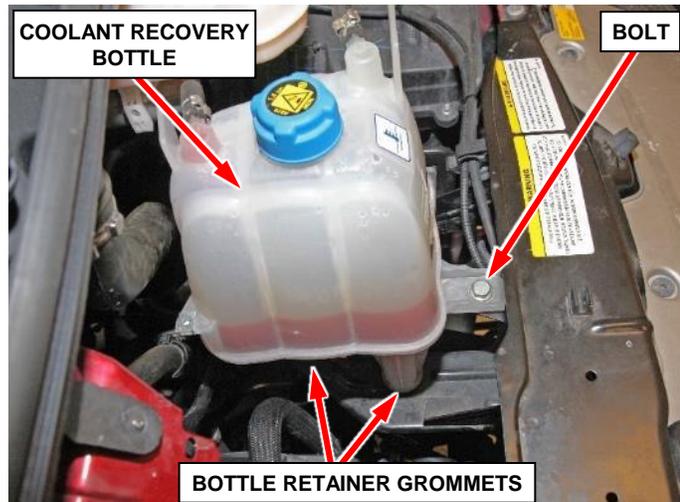


Figure 2 – Coolant Recovery Bottle

3. Remove the two Pozidriv screws securing the fresh air duct to the upper radiator core support (Figure 3).

4. Loosen the clamp securing the fresh air duct to the air cleaner housing (Figure 3).

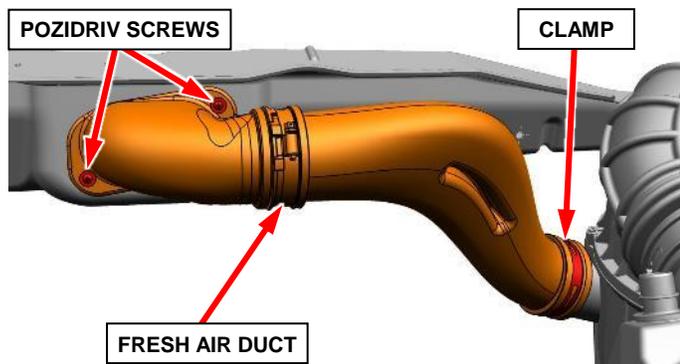


Figure 3 – Fresh Air Duct

5. Remove the fresh air supply duct from the vehicle (Figure 3).

6. Release the coolant degasser hose from the four retainers along the top edge of the cooling fan module then position the hose out of the way (Figure 4).

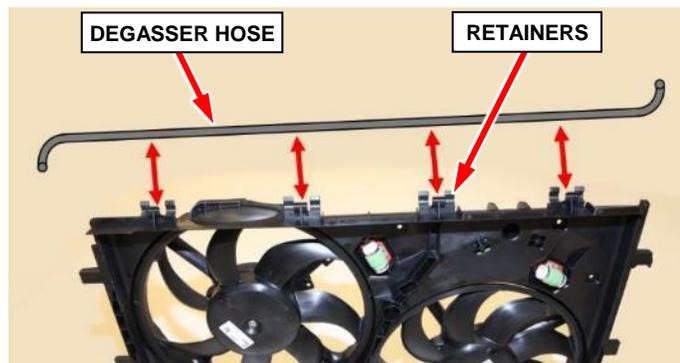


Figure 4 – Coolant Degasser Hose

Service Procedure [Continued]

7. The following cooling fan module steps may be performed together; some connectors or retainers may be more easily accessible from above or below. Disconnect any that are accessible from above first then raise and support the vehicle to access those accessible from below (Figures 5 through 7).

- From above or below as necessary, release the coolant recovery hose from the four retainers on the fan module (Figure 5).
- From above or below as necessary, disconnect the wire harness connectors from the cooling fan relays (1), the resistors (2) and the cooling fan motors (3) (Figure 6).
- From above or below as necessary, separate the wire harness (1) retainers from the cooling fan shroud (Figure 7).

8. Position the coolant recovery hose and wire harness out of the way to prepare for cooling fan module removal.

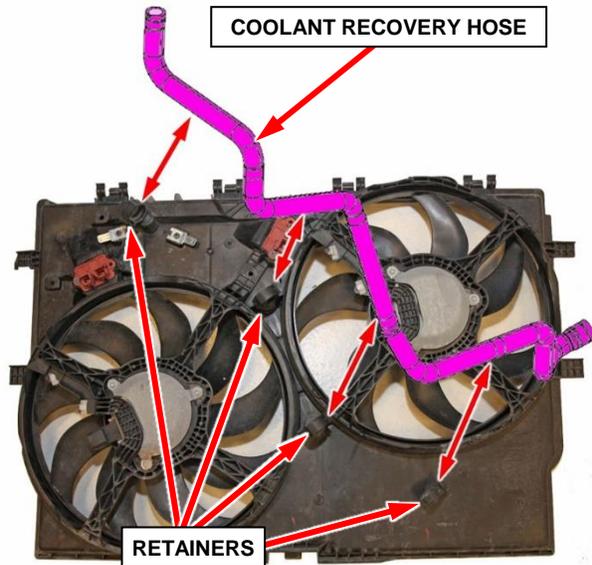


Figure 5 – Coolant Recovery Hose

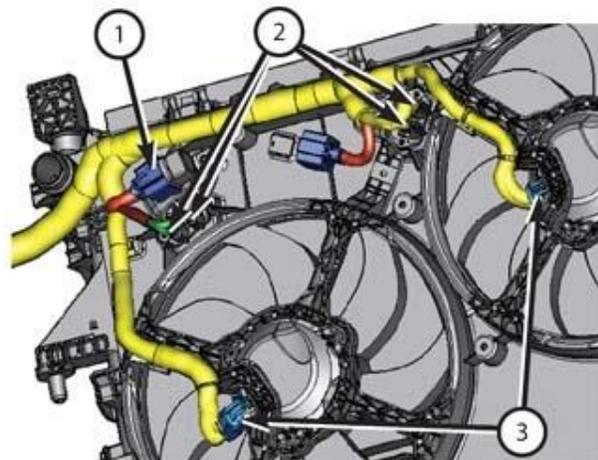


Figure 6 – Wire Harness Connectors

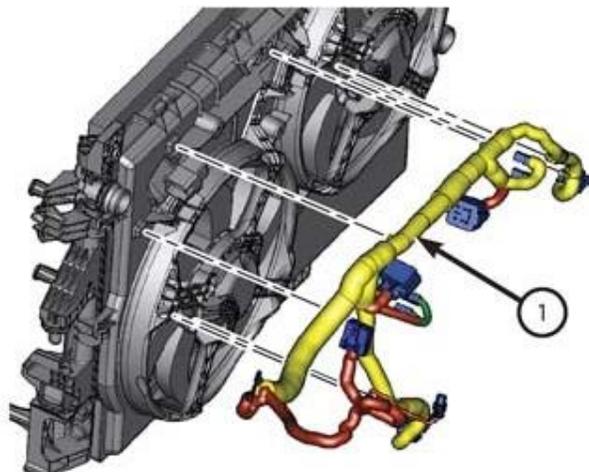


Figure 7 – Wire Harness Retainers

Service Procedure [Continued]

9. Remove the fastener (3) that secures the right side underbody shield (1) to the cradle (Figure 8).
10. Remove the five fasteners (2) that secure the right side underbody shield (1) to the fascia and wheel liner (Figure 8).
11. Remove the right side underbody shield (1) from the vehicle (Figure 8).

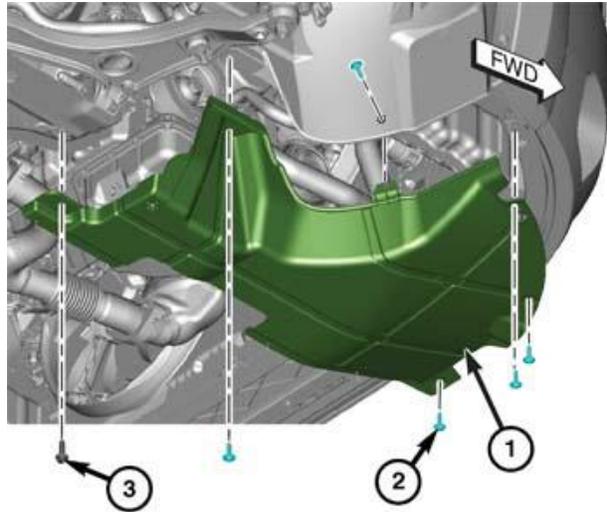


Figure 8 – Right Side Underbody Shield

12. From above or below as necessary for access, on each side of the cooling fan module, use a screwdriver or equivalent tool to depress the retaining clip (1) then lift upward to release the cooling fan module (2) from the mounts (Figure 9).

NOTE: The retaining clips (1) are only present on the upper right and upper left cooling fan module mounts. The lower right and lower left cooling fan module mounts do not have a retaining clips (Figure 9).

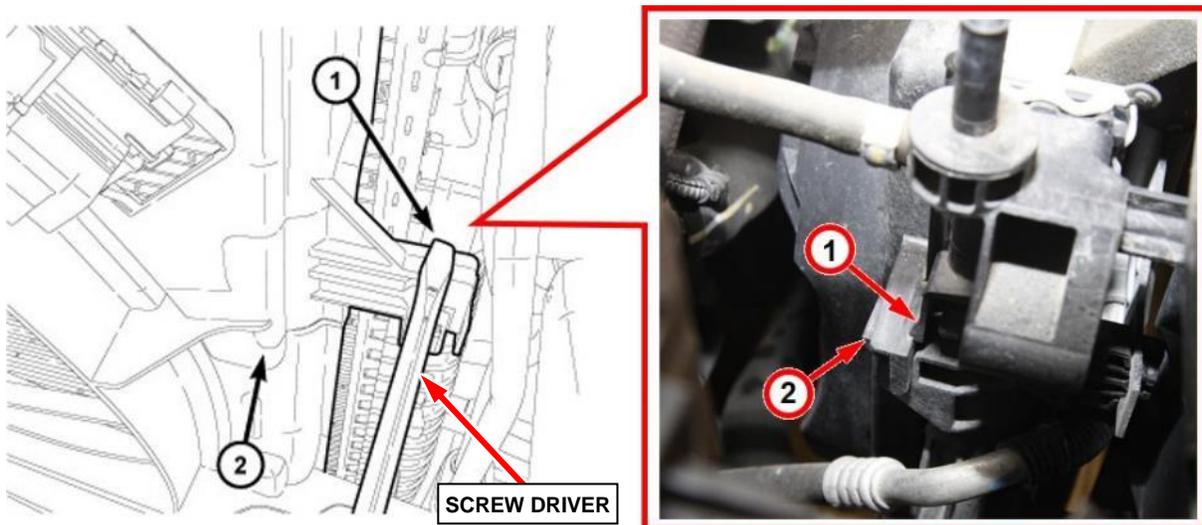


Figure 9 – Cooling Fan Module Mount Retaining Clip

Service Procedure [Continued]

13. Remove the cooling fan module (1) from the bottom of the vehicle (Figure 10).



Figure 10 – Cooling Fan Module

14. As necessary, transfer any coolant recovery hose retainers from the old cooling fan module to the **NEW** cooling fan module (Figure 5).

15. Render the old cooling fan module unusable and **DISCARD**.

16. Replace any damaged retainers on the cooling fan module wire harness. Install the replacement retainers in the same location and direction as the original retainer (Figure 11).

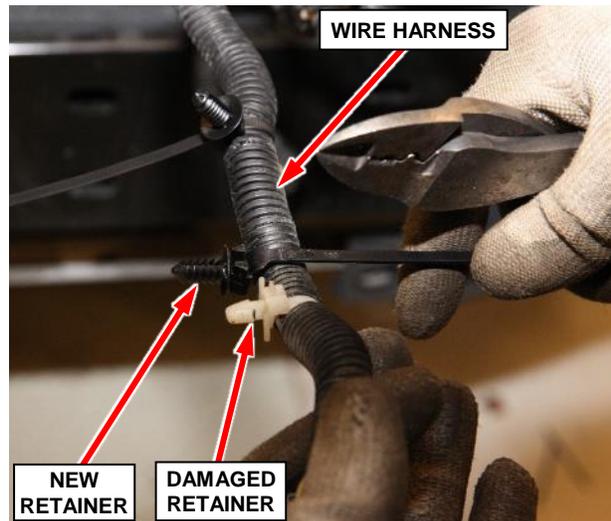


Figure 11 – Wire Harness Retainers

17. Install the **NEW** cooling fan module (1) to the vehicle from the bottom (Figure 10).

18. Position the cooling fan module (2) into the four mounting locations. Push the cooling fan module downward into the mounts and ensure to fully engage the two retaining clips (1) that are only present on the upper right side and upper left side cooling fan module mounts (Figure 9).

Service Procedure [Continued]

19. Install the right side underbody shield (1) to the vehicle (Figure 8).
20. Install the five fasteners (2) that secure the right side underbody shield (1) to the fascia and wheel liner, tighten securely (Figure 8).
21. Install the fastener (3) that secures the right side underbody shield (1) to the cradle, tighten to 20 N·m (15 ft lbs). (Figure 8).
22. The following cooling fan module steps may be performed together; some connectors or retainers may be more easily accessible from above or below. Connect any that are accessible from below first then lower the vehicle to access those accessible from above (Figures 5 through 7).
 - From below or above as necessary, install the wire harness (1) retainers to the cooling fan shroud (Figure 7).
 - From below or above as necessary, connect the wire harness connectors to the cooling fan relays (1), the resistors (2) and the cooling fan motors (3) (Figure 6).
NOTE: Ensure the connectors are fully connected.
 - From below or above as necessary, install the coolant recovery hose to the four retainers on the fan module (Figure 5).
23. Install the coolant degasser hose to the four retainers along the top edge of the cooling fan module (Figure 4).
24. Position the fresh air duct to the vehicle (Figure 3).
25. Install the two Pozidriv screws securing the fresh air duct to the upper radiator core support, tighten securely (Figure 3).
26. Tighten the clamp securing the fresh air duct to the air cleaner housing, tighten to 5 N·m (44 in. lbs.) (Figure 3).

Service Procedure [Continued]

27. Position the pressurized coolant recovery bottle in the proper location then install the bolt. Tighten the bolt to 12 N·m (9 ft. lbs.) (Figure 2).
28. Connect and secure the battery negative cable terminal clamp to the battery negative post (Figure 1).
29. Install a battery charger and verify that the charging rate provides 13.2 to 13.5 volts. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

30. Connect the wiTECH MicroPod II to the vehicle Data Link Connector (DLC).
31. Turn the ignition to the “**RUN**” position.
32. Open the wiTECH 2.0 website.
33. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
34. From the “**Vehicle Selection**” screen, select the appropriate vehicle.
35. From the vehicle “**Topology**” screen, select the “**PCM**” icon.
36. From the “**PCM**” screen select the “**Actuators**” tab.

Service Procedure [Continued]

37. From the “**Actuators**” tab select “**Radiator/Condenser Cooling Fan Relay #1 Control State**” routine and set to “**Selected On**”. Click “**Start**” and observe fan operation to confirm the fan is running then click “**Stop**” to stop the fan before exiting the routine. If the fan does not operate, check and ensure that the fan electrical connectors are fully connected and latched before performing further diagnosis.
38. From the “**Actuators**” tab select “**Radiator/Condenser Cooling Fan Relay #2 Control State**” routine and set to “**Selected On**”. Click “**Start**” and observe fan operation to confirm the fan is running then click “**Stop**” to stop the fan before exiting the routine. If the fan does not operate, check and ensure that the fan electrical connectors are fully connected and latched before performing further diagnosis.
39. Turn the ignition in the “**OFF**” position.
40. Remove the wiTECH MicroPod II from the vehicle DLC.
41. Remove the battery charger.
42. Install the battery cover (Figure 1).
43. Stow the hood prop-rod then close the hood.
44. Set the date/time on the instrument panel information center.
45. Complete the Proof of Correction form for California residents [Page 23](#).
46. Return the vehicle to customer or vehicle inventory.
47. Ensure the old fan module has been rendered **UNUSABLE** and **DISCARD**.

Service Procedure [Continued]

C. 3.0L Diesel Engine Cooling Fan Replacement

1. Open and support the hood.
2. Remove the two lower fasteners securing the radiator grille (Figure 12).
3. Remove the four upper fasteners securing the radiator grille (Figure 12).
4. Remove the radiator grille from the vehicle (Figure 12).

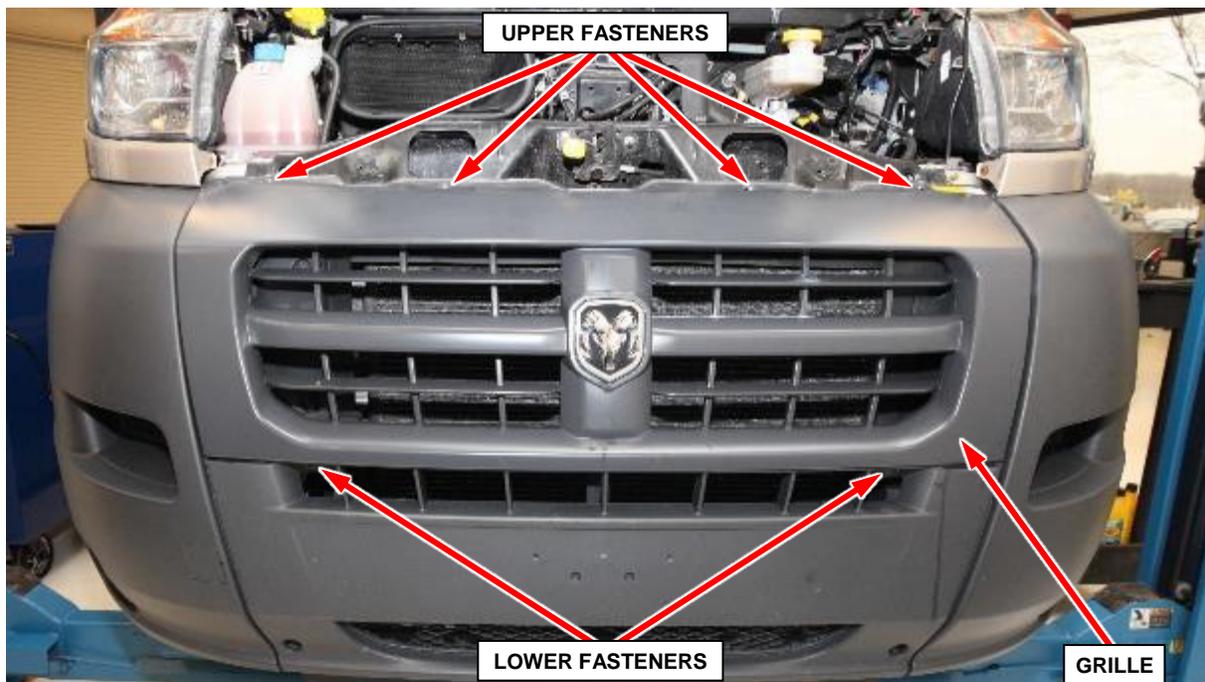


Figure 12 – Radiator Grille

Service Procedure [Continued]

5. Remove the two lower fasteners securing the center bumper fascia (Figure 13).
6. Remove the twelve upper fasteners securing the center bumper fascia (Figure 13).
7. Remove the center bumper fascia from the vehicle (Figure 13).

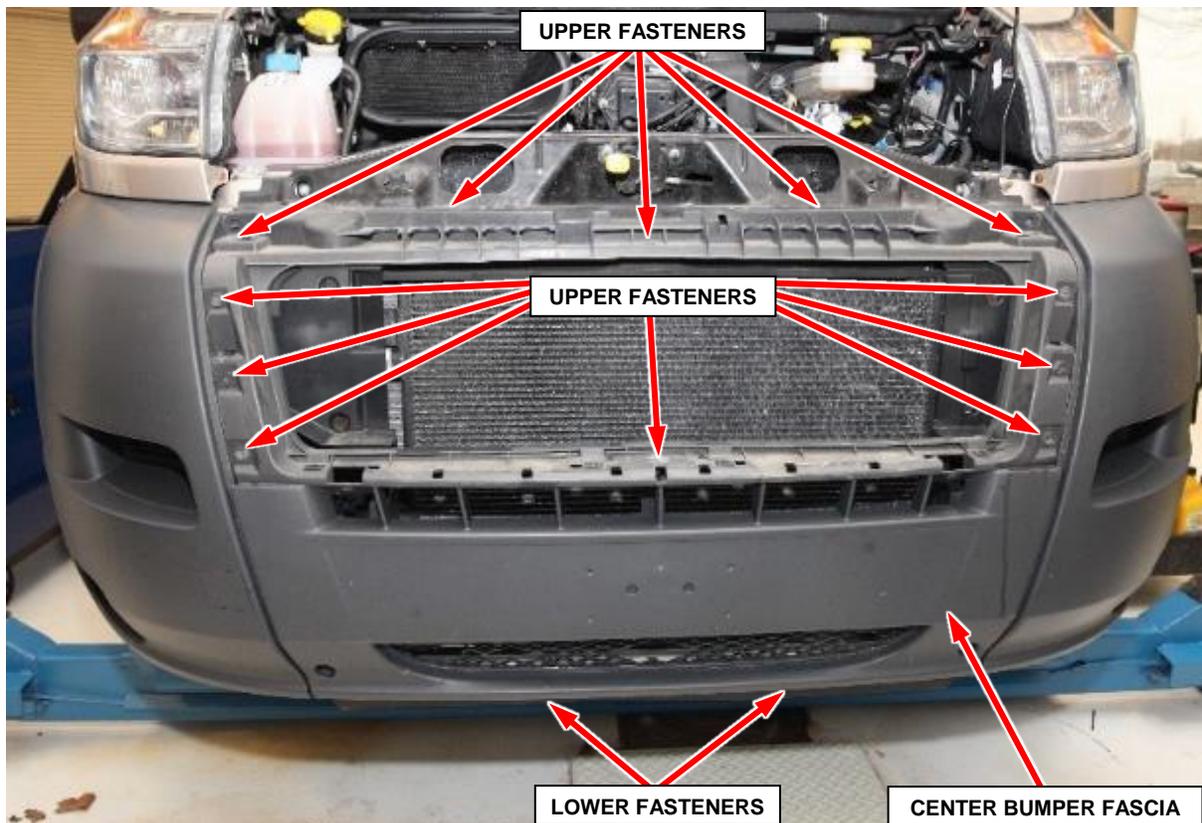


Figure 13 – Front Center Bumper Fascia

Service Procedure [Continued]

8. Release the band clamp then separate the fresh air duct connection (Figure 14).

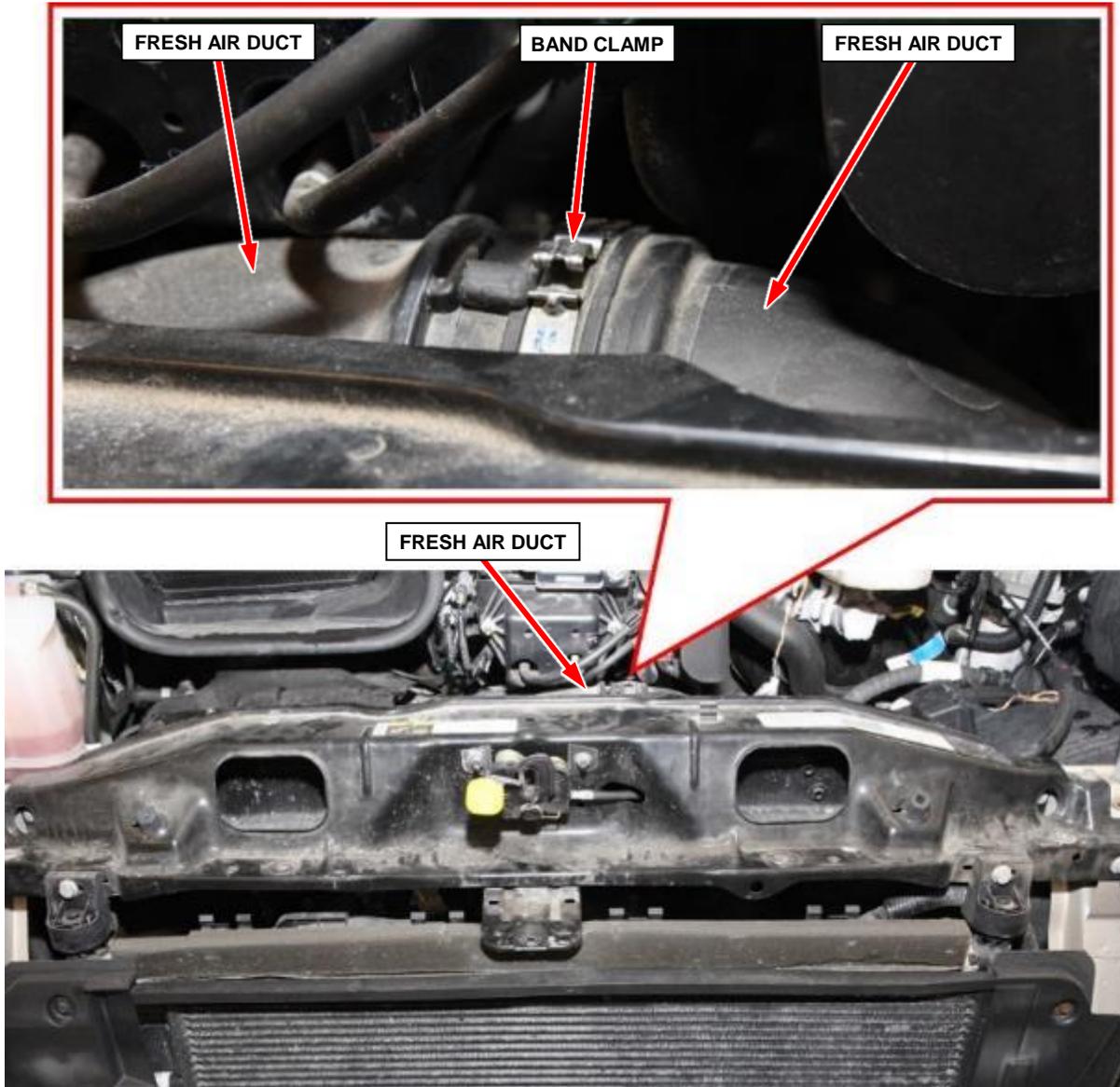


Figure 14 – Fresh Air Duct Band Clamp

Service Procedure [Continued]

9. Remove the six fasteners securing the upper radiator crossmember (Figure 15).

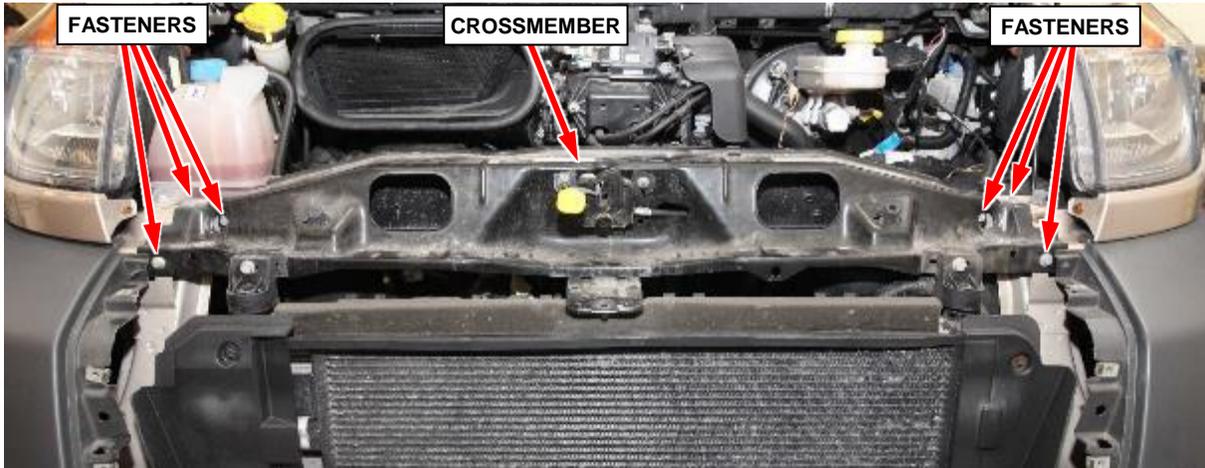


Figure 15 – Upper Radiator Crossmember

10. Reposition the upper radiator crossmember and secure it to the hood hinges (Figure 15).

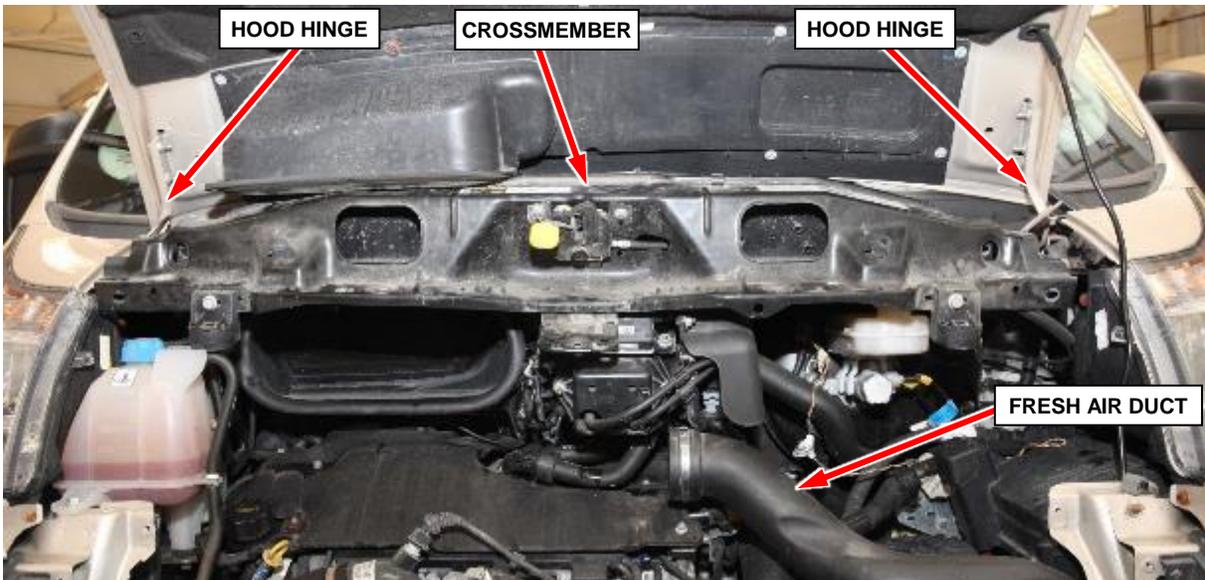


Figure 16 – Reposition the Crossmember

Service Procedure [Continued]

11. The following cooling fan module steps may be performed together; some connectors or retainers may be more easily accessible from above or below. Disconnect any that are accessible from above first then raise and support the vehicle to access those accessible from below (Figures 17 and 18).

- From above or below as necessary, disconnect the wire harness connectors from the cooling fan relays (1), the resistors (2) and the cooling fan motors (3) (Figure 17).

- From above or below as necessary, separate the wire harness (1) retainers from the cooling fan shroud (Figure 18).

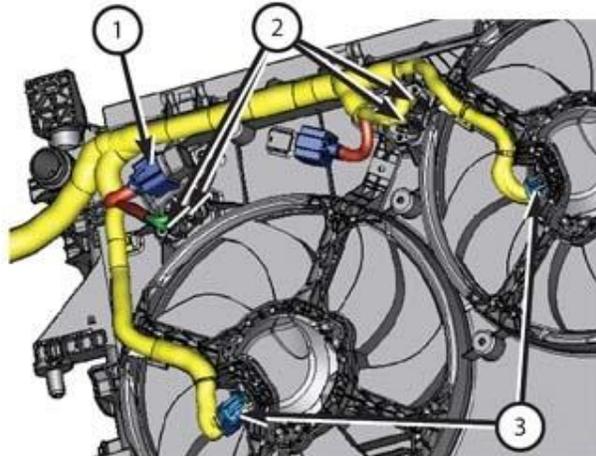


Figure 17 – Coolant Recovery Hose

12. Position the wire harness out of the way to prepare for cooling fan module removal.

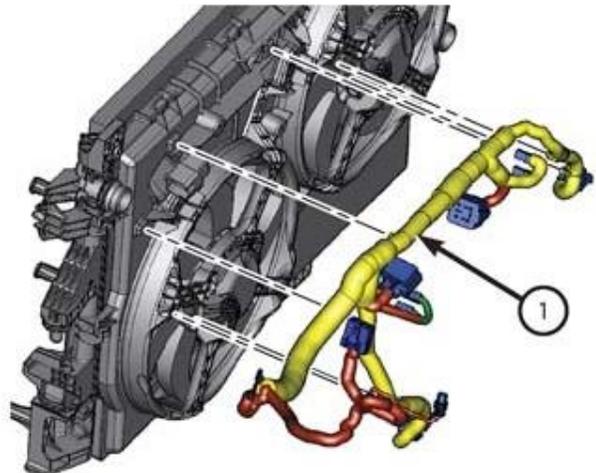


Figure 18 – Coolant Recovery Hose

Service Procedure [Continued]

13. Remove the fastener (3) that secures the right side underbody shield (1) to the cradle (Figure 19).

14. Remove the five fasteners (2) that secure the right side underbody shield (1) to the fascia and wheel liner (Figure 19).

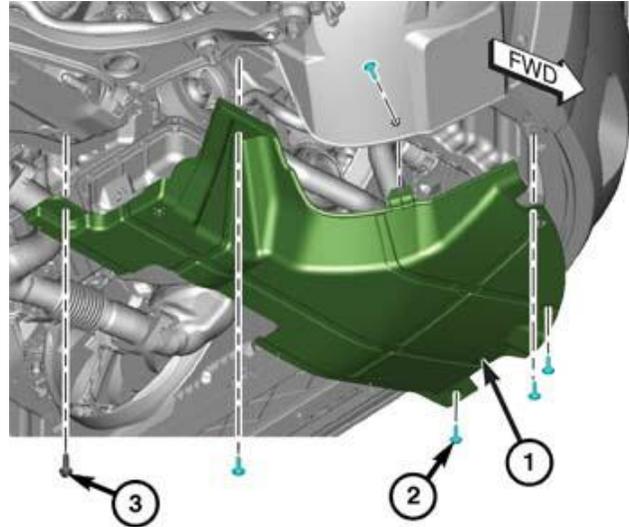


Figure 19 – Right Side Underbody Shield

15. Remove the right side underbody shield (1) from the vehicle (Figure 19).

16. Release the hose clamp from the lower charge air cooler hose. A **NEW** hose clamp is supplied with this campaign (Figure 20).

17. Disconnect the lower charge air cooler hose from the charge air cooler (Figure 20).

18. Remove and **DISCARD** the old clamp from the charge air cooler hose (Figure 20).

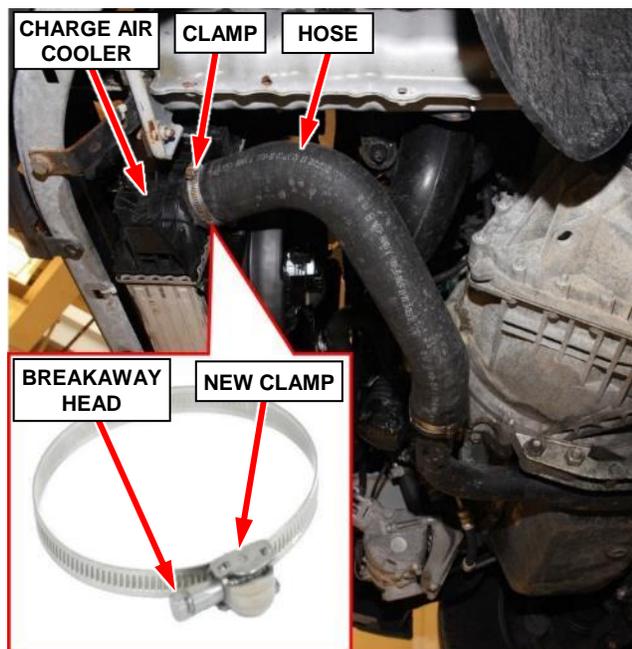


Figure 20 – Charge Air Cooler Hose

Service Procedure [Continued]

19. From above or below as necessary for access, on each side of the cooling fan module, use a screwdriver or equivalent to depress the retaining clip (1) then lift upward to release the cooling fan module (2) from the mounts (Figure 21).

NOTE: The retaining clips (1) are only present on the upper right and upper left cooling fan module mounts. The lower right and lower left cooling fan module mounts do not have a retaining clips (Figure 21).

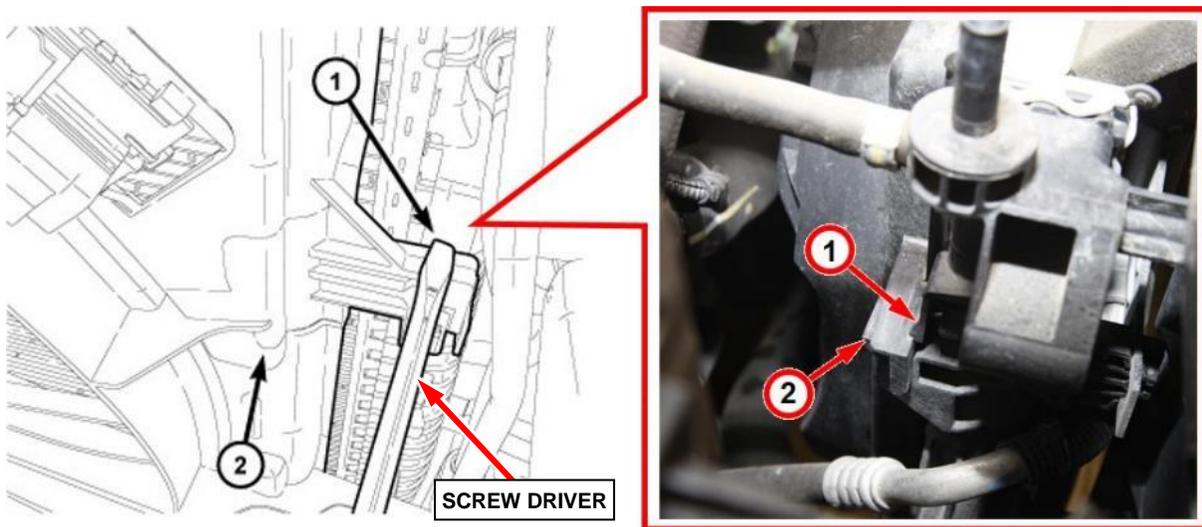


Figure 21 – Cooling Fan Module Mount Retaining Clip

20. Remove the cooling fan module from the bottom of the vehicle (Figure 22).

21. Render the old cooling fan module unusable and **DISCARD**.

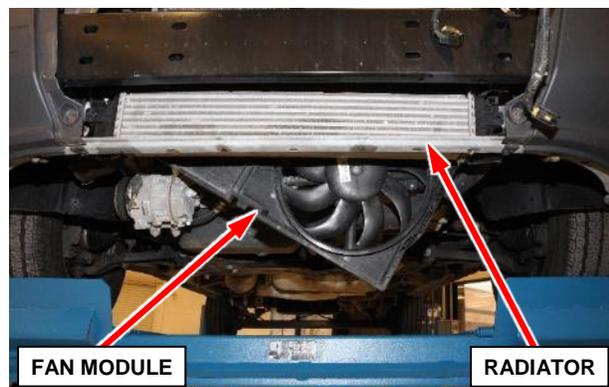


Figure 22 – Cooling Fan Module

Service Procedure [Continued]

22. Replace any damaged retainers on the cooling fan module wire harness. Install the replacement retainers in the same location and direction as the original retainer (Figure 23).

23. Install the **NEW** cooling fan module to the vehicle from the bottom (Figure 22).

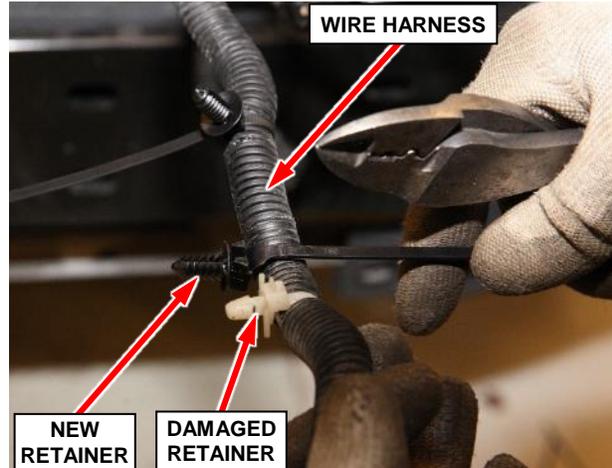


Figure 23 – Wire Harness Retainers

24. Position the cooling fan module (2) into the four mounting locations. Push the cooling fan module downward into the mounts and ensure to fully engage the two retaining clips (1) that are only present on the upper right side and upper left side cooling fan module mounts (Figure 21).

25. Install a **NEW** hose clamp on the lower charge air cooler hose (Figure 20).

26. Connect the lower charge air cooler hose to the charge air cooler (Figure 20).

27. Tighten the **NEW** hose clamp until the outer breakaway head snaps off, this will set the clamp to the proper torque specification, no further tightening is needed. Clamp head breakaway torque is approximately 3 N·m (27 in. lbs.) (Figure 20).

28. Install the right side underbody shield (1) to the vehicle (Figure 19).

29. Install the five fasteners (2) that secure the right side underbody shield (1) to the fascia and wheel liner, tighten securely (Figure 19).

30. Install the fastener (3) that secures the right side underbody shield (1) to the cradle, tighten to 20 N·m (15 ft lbs). (Figure 19).

Service Procedure [Continued]

31. The following cooling fan module steps may be performed together; some connectors or retainers may be more easily accessible from above or below. Connect any that are accessible from below first then lower the vehicle to access those accessible from above (Figures 18 and 17).
 - From below or above as necessary, install the wire harness (1) retainers to the cooling fan shroud (Figure 18).
 - From below or above as necessary, connect the wire harness connectors to the cooling fan relays (1), the resistors (2) and the cooling fan motors (3) (Figure 17). **NOTE: Ensure the connectors are fully connected.**
32. Position the upper radiator crossmember back in its proper location (Figure 15).
33. Install the six fasteners securing the upper radiator crossmember. Tighten the fasteners to 45 N·m (33 ft. lbs.) (Figure 15).
34. Connect the fresh air duct and secure the band clamp (Figure 14).
35. Position the center bumper fascia to the vehicle (Figure 13).
36. Install the twelve upper fasteners securing the center bumper fascia and tighten securely (Figure 13).
37. Install the two lower fasteners securing the center bumper fascia and tighten securely (Figure 13).
38. Position the radiator grille to the vehicle (Figure 12).
39. Install the four upper fasteners securing the radiator grille and tighten securely (Figure 12).
40. Install the two lower fasteners securing the radiator grille and tighten securely (Figure 12).

Service Procedure [Continued]

41. Connect and secure the battery negative cable terminal clamp to the battery negative post (Figure 1).
42. Install the battery cover (Figure 1).
43. Start the engine and set the air conditioning (A/C) to high / maximum cold.
44. Visually verify that both fans in the engine cooling fan module are functioning. If either fan does not operate, check and ensure that the fan electrical connectors are fully connected and latched before performing further diagnosis.
45. Stow the hood prop-rod then close the hood.
46. Set the date/time on the instrument panel information center.
47. Complete the Proof of Correction form for California residents **Page 23**.
48. Return the vehicle to customer or vehicle inventory.
49. Ensure the old fan module has been rendered **UNUSABLE** and **DISCARD**.

Complete Proof of Correction Form for California Residents

This recall is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California** for proof that this recall has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Replace Engine Cooling Fan Module and Verify Operation (3.6L Gasoline Engine)	07-VB-21-82	1.2 hours
Replace Engine Cooling Fan Module and Verify Operation (3.0L Diesel Engine)	07-VB-21-83	1.3 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle’s average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 11/21/2019.

- For 3.6L gasoline engines, the remedy was made available on 06/30/2020, therefore, the number of days cannot exceed 222 days.
- For 3.0L diesel engines, the remedy was made available on 07/16/2020, therefore, the number of days cannot exceed 238 days.

Vehicle	Average Daily Allowance
2015-2018 (VF) Ram ProMaster	[REDACTED]

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

VB2/NHTSA 19V-818

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized BusinessLink dealer
- 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 VB2.

IMPORTANT SAFETY RECALL

Engine Cooling Fan

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2015 - 2018 Model Year (VF) Ram ProMaster] vehicles with a 3.0L diesel engine or 3.6L gasoline engine and equipped with Air Conditioning (A/C).

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 engine cooling fan on your vehicle ^[1] may be susceptible to seizure and a cooling fan circuit protection design that may not be sufficient to protect the fan from overheating during a cooling fan seize condition in high speed mode. A cooling fan stall / seizure event could lead to electrical overloading of the fan motor potentially resulting in the thermal degradation of the brush housing, which may lead to a vehicle fire. **In some circumstances, the Check Engine and/or the Engine Temperature Malfunction Indicator Lights may illuminate. A vehicle fire may increase the risk of injury to occupants and persons outside of the vehicle, as well as property damage.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the engine cooling fan module. The estimated repair time is two hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR FCA BUSINESSLINK DEALER TODAY**

CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Emission Recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Emission Recall has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your (vehicle or engine) serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your (vehicle or engine).

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
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.

[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.