

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W00/NHTSA 20V-036

LOGO

VEHICLE PICTURE

FOR RECALL QUESTIONS

**1. RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM BusinessLink

**2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm if there are any recall repairs which must be performed on your vehicle**

**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 W00.

# IMPORTANT SAFETY RECALL

## Shifter Cable

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 [2014-2019 RAM ProMaster] vehicles.

### RECALL DESCRIPTION

The transmission shifter cable on your vehicle <sup>[1]</sup> could separate, disconnecting the transmission shifter from the transmission, which could result in the inability of the driver to shift the transmission potentially resulting in the gear shift lever position not matching the transmission gear.

If the transmission shifter becomes disconnected from the transmission, the vehicle may not perform the shifts intended by the driver (including a shift to PARK), although the actual transmission gear position will be displayed on the instrument cluster. In addition, the "Vehicle Not in PARK" and the "Door Ajar" messages will display on the instrument cluster and audible chimes will sound if the driver's door is opened while the transmission is not in PARK. **If these warnings are not heeded, unintended vehicle movement may occur which can cause a vehicle crash without prior warning and/or injury to others outside the vehicle.**

There will not be any prior warning of the transmission shifter cable disconnection from the transmission. However, after the cable detachment and prior to a driver attempting to exit a vehicle, the driver may notice significantly reduced effort required to move the shift lever, the gear position indicators in the vehicle will all show the actual gear of the transmission regardless of the shift lever position, and the door ajar warning will also function which alerts the driver via instrument cluster messages and audible chime if the driver's door is opened while the transmission is not in PARK.

### YOUR VEHICLE HAS ALREADY BEEN REMEDIED

According to our service records, the shifter cable has already been replaced on your vehicle. Therefore, your vehicle has been remedied and this safety recall does not need to be performed.

**This notification is provided for your records only. There is nothing more that you need to do.**

### WHAT IF I HAVE QUESTIONS REGARDING THIS RECALL?

If you believe the shifter cable in your vehicle <sup>[2]</sup> has not been replaced 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](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.

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.