

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W09/NHTSA 20V-396

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.

IMPORTANT SAFETY RECALL

Driver Air Bag Emblem

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 [2008 through 2010 Model Year (RT) Chrysler Town & Country and Dodge Grand Caravan and also 2007 through 2011 Model Year (KA) Dodge Nitro] vehicles equipped with a Driver Air Bag (DAB).

FCA US LLC mailed interim safety recall notices in August 2020 notifying owners. The DAB emblem on your vehicle ^[1] may have become loose or detached which may result in either the emblem or retainers, or both, not remaining attached to the DAB cover during DAB deployment. A loose or detached emblem or emblem retainer can become a potential projectile during a crash with DAB deployment, which increases the risk of occupant injury.

During the interim repair, the dealer removed the emblem from the DAB cover. Because of this, the risk of injury from a detached emblem or retainers has been eliminated. You will receive a Customer Satisfaction Notification at a later date once new DAB covers with emblem become available. At that time, you will need to return to the dealer to have your new DAB cover with emblem installed. Please watch for the Customer Satisfaction Notification in your mailbox.

If you 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.

We apologize for any inconvenience this error may have caused.

Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall W09.



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.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.