



A Shyft Group Brand

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UTILIMASTER.COM

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IMPORTANT SAFETY RECALL – 20V-592

This notice applies to the vehicle identification number in the label below.

3C6URV [REDACTED]

Dear Valued Customer,

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

You may have been previously notified by Chrysler (FCA USA, LLC) under their recall, 20V-036. If you have had the vehicle identified by the Vehicle Identification Number (VIN) above, please contact Utilimaster and Chrysler to inform us the remedy has been completed.

The Shyft Group, Inc. has decided that a defect which relates to motor vehicle safety could exist in certain 2015 - 2019 model year Ram Promasters that were Altered by the Fleet Vehicle Services business unit (Utilimaster) between November 14, 2014 and July 12, 2019.

What is the defect?

On the affected vehicles, the transmission shifter cable 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 and/or injury to others outside the vehicle without prior warning.

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.

Corrective Action:

Your transmission shifter cable will be replaced at no charge to you. The estimated repair time is one (1) hour.

What You Should Do:

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

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,

Contact Utilimaster, a brand of The Shyft Group, Inc, at DSV-ClientSupportCenter@utilimaster.com to locate a dealer near you. Steps will be taken to ensure the remedy is performed at a dealer closest to you.

Leased Vehicles:

The lessor must notify the lessee by first class mail within ten (10) days from receipt of their owner notification letter from the manufacturer; both for the initial notification and all subsequent notifications.

Reimbursement:

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, contact FCA's Recall Assistance Center at 1-800-853-1403.

Reply Card:

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address, sold, or traded the vehicle.

If the dealer has failed or is unable to remedy the defect without charge and within a reasonable time, contact FCA's Recall Assistance Center at 1-800-853-1403. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov> if you feel the manufacturer has failed or is unable to remedy the defect without charge

We regret any inconvenience this service may cause you. Your safety and continued satisfaction with the quality and performance of your chassis is of the utmost concern to us.

Sincerely,
Utilimaster Warranty