

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Y21/NHTSA 21V-439

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

**1. RECOMMENDED OPTION**

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

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall Y21.

# IMPORTANT SAFETY RECALL

## Powertrain Control Module Software

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 [2019 – 2020 Model Year (DD) Ram 3500 Cab Chassis and (DP) Ram 4500/5500 Cab Chassis] trucks.

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 Powertrain Control Module in your vehicle <sup>[1]</sup> may have an oil life monitor strategy that does not provide adequate warning of oil consumption which may allow engine oil volume to fall below an acceptable level. Low oil volume in the engine can cause a lack of oil film on the main bearings, deteriorating the bearing which can result in engine damage, which may puncture the engine block and may lead to a vehicle fire which increases the risk of injury to occupants and persons outside the vehicle, as well as property damage.

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

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will reprogram the powertrain control module. The estimated repair time is about half an hour. 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 CHRYSLER, DODGE, JEEP, RAM OR BUSINESSLINK 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 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.



## **IMPORTANT SAFETY RECALL**

### **Vehicle information**

**Dear FCA vehicle owner:**

**FCA would like to provide the following information relating to enhancements in how your vehicle's system will decide oil change intervals to help increase the life of your engine. Please read and follow this important information which is critical to maintain your vehicle's engine life.**

The information below applies to your vehicle once the safety recall **Y21**, has been completed.

*OIL CHANGE INDICATOR SYSTEM — CUMMINS® DIESEL Your vehicle is equipped with an engine oil change indicator system. This system will alert you when it is time to change your engine oil by displaying the words "Oil Change Due" in your instrument cluster display. The new engine oil change indicator system adds duty cycle tracking, which means the engine oil change interval may fluctuate depending on your personal driving style or workload of your truck. Failure to change the engine oil per the maintenance schedule or the oil change indicator system's prompt can result in internal engine damage. An authorized dealer will reset the oil change indicator message after completing the scheduled oil change. If a scheduled oil change is performed by someone other than an authorized dealer, please reference the owner's manual for instructions.*

*Replace the engine oil and oil filter every 15,000 miles (24,000 km) or 12 months, or sooner if prompted by the oil change indicator system. Under no circumstances should oil change intervals exceed 15,000 miles (24,000 km) or 12 months, whichever comes first. NOTE:*

- Under no circumstances should oil change intervals exceed 15,000 miles (24,000 km) or 12 months or 500 hours, whichever comes first.*
- It is recommended that every 3,000 miles (4,800 km), check the engine oil level at least 30 minutes after a fully warmed engine is shut off. Checking the oil level while the vehicle is on level ground will improve the accuracy of the oil level reading. Add oil only when the level is at or below the ADD or MIN mark.*
- Severe service (high ambient temperature, short trips, heavy loading, trailer towing, off-road, or law enforcement use) may reduce the miles between oil changes.*

Customer Assistance/Field Operations  
FCA US LLC