

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

79B/NHTSA 24V-436

LOGO

VEHICLE PICTURE

FOR RECALL QUESTIONS

- 1. RECOMMENDED OPTION**
Call your authorized BusinessLink dealer.
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 79B.

IMPORTANT SAFETY RECALL

Rearview Camera Visibility

Dear [Name],

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

FCA US LLC has decided that certain [2023 model year (VF) Ram ProMaster] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111 - Rear visibility.

RECALL DESCRIPTION

The radio software on your vehicle ^[1] may prevent the rearview camera signal from passing through to the media screen. The vehicle operator will notice that the rearview image is not displayed if attempting to reference the image while backing. **A rearview camera image that does not display decreases the driver's visibility, increasing the risk of a crash.**

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.111 S6.2.6 requires that "The rear visibility system default to the rearview image being visible and meet the requirements of FMVSS No. 571.111 S6.2.1 (field of view) and S6.2.2 (image size) at the beginning of each backing event, regardless of any modifications to the field of view that the driver had previously selected..." and apply to other markets via direct reference to FMVSS or are implied via free trade agreements. Vehicles with suspect radio software may not display the rearview image during a backing event under certain conditions.

YOUR VEHICLE HAS ALREADY BEEN REMEDIED

According to our service records, the radio in your vehicle has already been reprogrammed remotely using firmware Over The Air (OTA) technology. Therefore, your vehicle has been remedied.

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 radio in your vehicle ^[2] has not been reprogrammed remotely using firmware OTA technology 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 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.