

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

A2C/NHTSA 25V-667

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

##### 1. **RECOMMENDED OPTION**

Call your authorized Alfa Romeo dealership.

2. Call Alfa Romeo Premium Care at **1-866-932-3881**. An agent can confirm part availability and help schedule an appointment.

3. Visit [recalls.mopar.com](https://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 Alfa Romeo dealership, 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 A2C.

# IMPORTANT SAFETY RECALL

## Radio Black Screen

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 [2020 through 2025 Model Year (GA) Alfa Romeo Giulia and 2020 through 2025 Model Year (GU) Alfa Romeo Stelvio] vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571 – Rear visibility.

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 radio on your vehicle <sup>[1]</sup> may have been built with a Printed Circuit Board (PCB) defect and/or a software defect, which may result in the rearview image not displaying in a backing event. **Failure to display a rearview image can increase the risk of a crash.**

The condition above fails to comply with the requirements of FMVSS No. 571.111 S6.2.6 which 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." Suspect vehicles may not display the rearview image during a backing event under certain conditions.

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

FCA US LLC will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the radio, and if necessary, replace it with a radio at the latest software level. If the radio passes inspection, a software update will be performed. The estimated repair time is 36 minutes to 2 hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Ask your dealer for alternate transportation options while your vehicle is in service. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,  
CALL YOUR ALFA ROMEO 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](https://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  
Fiat Chrysler Automobiles 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 Alfa Romeo Premium Care at 1-866-932-3881 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 1-888-275-9171) 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.