

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

67C/NHTSA 25V-720

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. Visit recalls.mopar.com to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above.
2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available.

QR Code

3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available.
4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 67C.

IMPORTANT SAFETY RECALL

Engine Compartment Fire

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 a defect, which relates to motor vehicle safety, exists in certain [2018 through 2026 Model Year Ram ProMaster] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The cooling fan on your vehicle ^[1] may wear prematurely and have inadequate fuse protection, which can lead to a vehicle fire. **A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The remedy for this condition is not currently available. We are making every effort to finalize the remedy, and will service your vehicle free of charge (parts and labor) when the remedy is available.

According to our records, you are a 2nd stage manufacturer and are the current owner of vehicles that were classified as "Type 8" (fleet) vehicles. Type 8 vehicles were included in the scope of this recall 67C / 25V-720, because fleet vehicles may experience a heavy duty cycle that introduces the safety risk leading to this recall. Vehicles sold to consumers for private use do not have this same risk. As a result, if a Type 8 vehicle is completed into a private use vehicle to be sold to a retail end-user customer for personal use, consistent with the current new vehicle delivery report process, FCA will reclassify that vehicle now and consider the recall to be closed for each such VIN. See next/reverse page for additional details on this process.

If you cannot or do not submit documentation consistent with the process set forth below to close the recall for a specific VIN, the recall will remain open for that vehicle, and you will receive a notice when the remedy is available. If you do submit documentation consistent with the process, this notice will be considered your final notice for each VIN for which you request closure.

FCA US LLC will contact you again, by mail, with a follow-up recall notice when the remedy is available if recall 67C / 25V-720 remains open for this vehicle. Once you receive your follow-up notice, simply contact your BusinessLink dealer right away to schedule a service appointment ^[2]. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

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

Process to Close the Recall for Vehicles Completed Into Private Use Vehicles and Sold to a Retail Customer for Personal Use

1. Make a written request to FCA for closure of Recall 67C / 25V-720 for specific VINs. You may make one request for the closure of multiple VINs, as long as all VINS meet the criteria. This request can be made by email addressed to: stellantisfleetsalesoperations1@stellantis.com;
2. Provide FCA a list of VINs for which you are requesting Recall 67C / 25V-720 be closed;
3. A statement, on your company letterhead and signed by a person with authority, attesting that upon completion of the manufacturing process each vehicle will be delivered to a retail customer, you will submit a “Retail Customer (End User) Warranty Start Form” for that vehicle, and that the sale will meet the criteria of one of the below two retail categories.
4. **This request must be received by March 31, 2026.**

Category	Classification	Criteria
Retail Purchase	1	Individual purchasing for personal use.
Retail Lease	L	Individual leasing for personal use. Must be a minimum 12-month lease. Lender guarantees the future residual value with mileage restrictions. Retail Balloon contracts do not qualify as a lease.

Prior to selling a 2018-2026 Ram ProMaster vehicle, go to Mopar.com and input the VIN to confirm Recall 67C / 25V-720 is closed and that the vehicle is not subject to any open recall. If you believe Mopar.com is erroneously indicating the vehicle Recall 67C / 25V-720 is still open, please contact FCA immediately.

Federal law prohibits the delivery of any new motor vehicle or motor vehicle equipment that contains a defect related to motor vehicle safety or a noncompliance with a federal motor vehicle safety standard, or an open emissions recall. New vehicles in your inventory must have all recalls closed prior to sale. The National Highway Traffic Safety Administration may impose substantial fines on a 2nd Stage Manufacturer for failure to comply with this requirement.

If any affected new vehicle is delivered to a customer with a known open safety or emissions recall, you will be entirely responsible for all legal consequences should an accident or other incident (such as a fire) allegedly occur as a result of that defect.

Thank you for your attention to this matter and for your continued partnership. We appreciate your business and remain committed to the safety of our mutual customers.

[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 1-888-275-9171), 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.



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371