

# SAFETY RECALL

NORTH AMERICA

## Engine Compartment Fire - High Duty Cycle

Reference: B3C / NHTSA 25V-720



FCA US LLC



**RAM**

Remedy available for

2018 – 2025 (VF) RAM ProMaster

Template Version 1.0

| Revision | Edition       | Detail                                                  |
|----------|---------------|---------------------------------------------------------|
| 1        | December 2025 | Expanded to include model years 2018-2021. LOP updated. |

### SYMPTOM DESCRIPTION

The cooling fan module on about 43,860 of the above vehicles built for fleet sale may be susceptible to premature bearing wear and inadequate fuse protection. Certain extremely demanding fleet duty cycles can cause premature bearing wear resulting in high current draw combined with inadequate fuse protection on the 400W fan circuit which may 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.

### SCOPE

This recall applies only to the above vehicles equipped with a 3.6L gas engine (sales codes ERF).

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

### REPAIR TO BE PERFORMED

Replace the cooling fan module, change the 400W fan fuse, insert an owner's manual addendum and add a label for the Power Distribution Center (PDC).

### ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

### COMPLETION REPORTING / REIMBURSEMENT

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

| Labor Description                         | Number      | Hrs |
|-------------------------------------------|-------------|-----|
| Replace Cooling Fan Module (2022-2026 VF) | 07-B3-C1-82 | 1.9 |
| Replace Cooling Fan Module (2018-2021 VF) | 07-B3-C1-83 | 1.2 |

**Add the cost of the recall parts package plus applicable dealer allowance to your claim.**

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.**

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN

#### IMPORTANT:

- Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,874 per vehicle.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

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and may NOT be used in coordination with any Alternate Transportation claims.

For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

### PARTS INFORMATION

| Part No.   | Qty. | Part Name                                         |
|------------|------|---------------------------------------------------|
| CSTT67C1AA | 1    | Fan Module (Radiator Cooling)                     |
| CSNJVB24AA | 1    | Cable Ties for Wire Harness to Cooling Fan Module |
| 000MAX40   | 1    | Fuse (40 AMP, ORANGE)                             |

| Part No.   | Qty. | Part Name                                            |
|------------|------|------------------------------------------------------|
| CSTT67C2AA | 1    | Owner's manual addendum and PDC label kits - English |

### Ordering the Owner's Manual Addendum and PDC Label Kit:

The labels and owner's manual addendums may be ordered using the Marketing Materials link within DealerCONNECT.

### Process Steps to Order Additional labels owner's manual addendums kits:

1. Access the "DealerCONNECT" website.
2. Select the "RECALL CENTRAL RECALL RESOURCES" link on the "HOME" page of DealerCONNECT.
3. Select the "Literature & Merchandising Materials" link in the "REPAIR INFORMATION" section.
4. Locate the "SHOP ALL PRODUCTS" section heading and select the "View All" link.
5. Enter the kit part number into the "search for products" search bar at the top pf the page.
6. Select Item > ADD TO CART.
7. Select the cart icon at the top right, chose ship method and then select "CHECKOUT" and follow additional instructions to submit order.

### PARTS RETURN

No parts return required for this campaign.

Render the recalled parts unusable and discard.

### SPECIAL TOOLS

No Special Tools are required to perform this service procedure.

### DEALER NOTIFICATION

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

### OWNER NOTIFICATION / SERVICE SCHEDULING

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

### VEHICLE LISTS, GLOBAL RECALL SYSTEM, VIP AND DEALER FOLLOW UP

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

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*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

### ADDITIONAL INFORMATION

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
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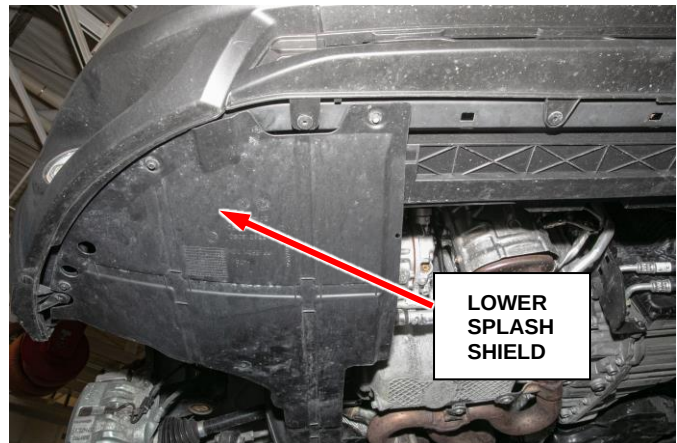


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### SERVICE PROCEDURE

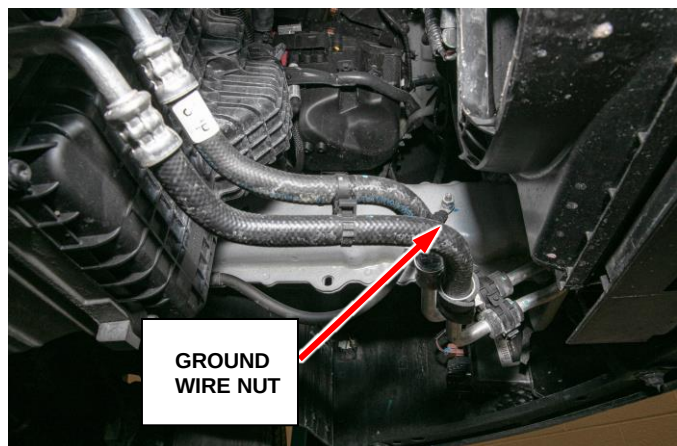
#### **A. Fan Module Replacement (2022-2025 with Engine Sales Code ERF)**

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 04 - Vehicle Quick Reference/Hoisting/Standard Procedure.
2. Remove the right tire and wheel assembly. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 22 - Tires and Wheels/TIRE AND WHEEL/Removal and Installation.
3. Remove the right lower splash shield (Figure 1).



**Figure 1 – Lower Splash Shield**

4. Remove the cooling fan ground wire nut from the left frame rail (Figure 2).



**Figure 2 – Ground Wire Nut**

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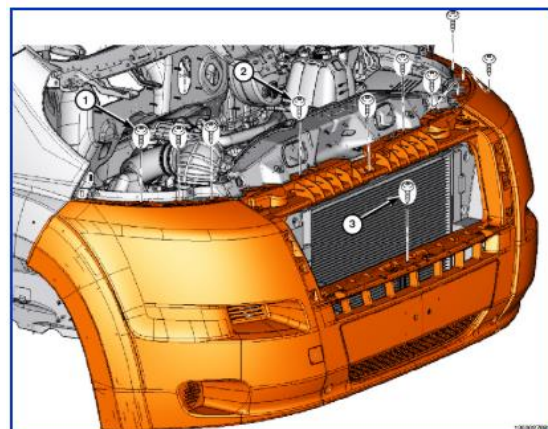
Reference: B3C / NHTSA 25V-720

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5. Remove the three retainers securing the coolant hose to the cooling fan module and position aside the coolant hose.
6. Remove the air cleaner resonator. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 09 - Engine/Air Intake System/RESONATOR, Air Cleaner/Removal and Installation.
7. Remove the air cleaner body. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 09 - Engine/Air Intake System/BODY, Air Cleaner/Removal and Installation.
8. Remove the pressurized coolant bottle bolt and position the pressurized coolant bottle aside. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 09 - Engine/Cooling System/BOTTLE, Coolant/Removal and Installation.
9. Detach the wire harness retainers from the pressurized coolant bottle.
10. Remove the pressurized coolant bottle bracket bolts and the pressurized coolant bottle bracket.
11. Remove the fasteners and the Power Distribution Center (PDC) cover.

**NOTE: Care should be taken to capture and reuse as much coolant as possible. The vehicle should lose a quart or less if the next step is performed with care.**

12. Position a clean container under the upper radiator hose connection to capture coolant. Disconnect the upper radiator hose from the radiator and position aside.
13. Remove the grille. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: 23 - Body/Exterior/GRILLE/Removal and Installation.
14. Remove the side, front and upper fasteners from the front fascia and reposition the front fascia (Figure 3).
15. Remove the radiator support bolts.
16. Remove the four front fasteners.



- 1 - Side Fasteners
- 2 - Upper Fastener
- 3 - Front Fastener

**Figure 3 – Front Fascia Fasteners**

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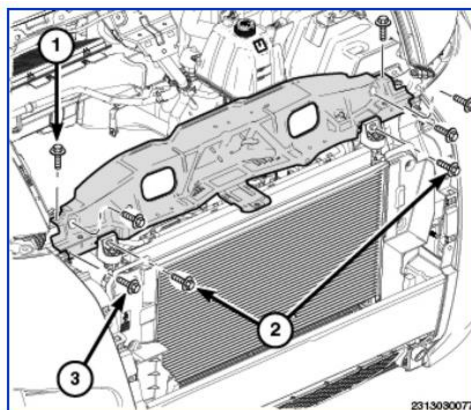
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17. Remove the top fasteners and pull the pull forward the radiator crossmember (Figure 4).



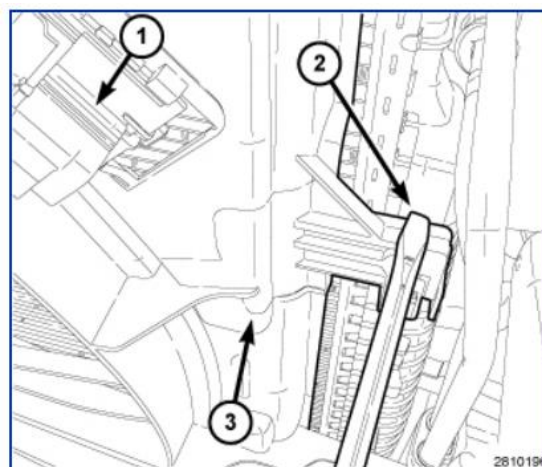
- 1 - Top Fasteners
- 2 - Support Bolts
- 3 - Front Fastener

Figure 4 – Radiator Crossmember Fasteners

18. Release the retaining clips and lift upwards to release the cooling fan from the mounts (Figure 5).
19. Remove the cooling fan from the top of the vehicle.

### INSTALLATION

20. Follow the removal procedure in reverse for general reassembly of the components on the vehicle.
21. Top off the coolant prior to returning the vehicle to the customer. Use MS-12106 or MS-90032 or equivalent coolant only.
22. Ensure the old fan module has been rendered **UNUSABLE** and **DISCARD**.



- 1 - Housing
- 2 - Retaining Clip
- 3 - Cooling Fan

Figure 5 – Radiator Crossmember Fasteners

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#### **B. Replace PDC Fuse 07**

1. Loosen the fasteners holding the PDC cover in place and remove it.
2. Remove the old fuse from location F07 and discard it.
3. Install a new 40A fuse to location F07.



**Figure 6 – PDC Location F07**

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### C. Add Label to PDC Cover

1. Using isopropyl alcohol and a clean cloth, clean the area where the PDC label will be applied. Allow the alcohol to evaporate before applying the label (Figure 7).
2. Remove the PDC label from the paper backing.
3. Apply the PDC label in the position shown in Figure 7.
4. Apply pressure to the entire surface of the PDC label with firm overlapping strokes removing all wrinkles and air bubbles. Using a tool such as a squeegee is allowed.
5. Install the PDC cover.

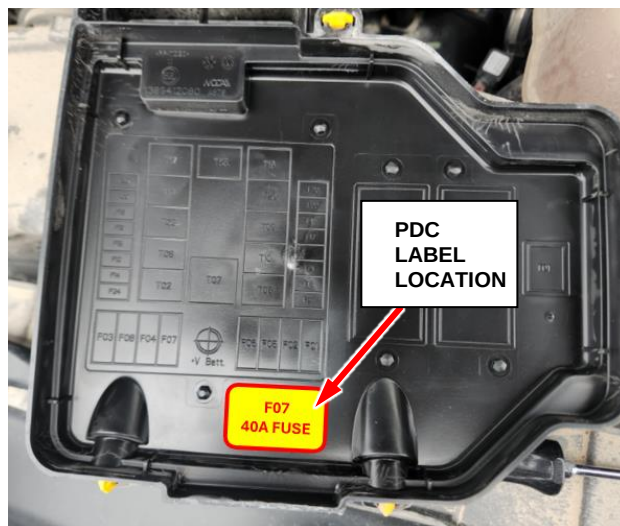


Figure 7 – PDC Label Location

### D. Insert Owner Manual Update

1. Place the Owner's Manual Addendum in the glovebox with the Owner's Manual (Figure 8).



#### THIS ADDENDUM UPDATES INFORMATION ON "FUSES" IN THE "IN CASE OF EMERGENCY" AND "SERVICING AND MAINTENANCE" SECTIONS OF YOUR OWNER'S MANUAL AND USER GUIDE

MODELS: 2019-2026 Ram ProMaster (3.6L Engine).

OVERVIEW: This addendum updates underhood fuse cavities F06 and F07.

2019-2019 OWNER'S MANUAL AND USER GUIDE: Fuses are located in the "In Case of Emergency" section.

2020-2026 OWNER'S MANUAL: Fuses are located in the "Vehicle Maintenance" section of the "Servicing and Maintenance" topic.

Underhood Fuses

| Cavity | Main Fuse     | Mini Fuse | Description                    |
|--------|---------------|-----------|--------------------------------|
| F06    | 60 Amp Blue   | -         | Engine Cooling Fan - 2nd Speed |
| F07    | 40 Amp Orange | -         | Engine Cooling Fan - 1st Speed |

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Figure 8 – Owner Manual Update

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## SERVICE PROCEDURE

### E. Fan Module Replacement (2018-2021 with Engine Sales Code ERB)

**WARNING:** Remove metallic jewelry to avoid injury by accidental arcing of battery current.

**NOTE:** To enhance customer satisfaction, remember to reset the clock when you have completed the service procedure.

**NOTE:** It may be necessary to use a battery terminal puller if the battery cable terminal clamp is seized on to the battery post.

1. Turn the ignition switch to the "Off" position. Be certain that all electrical accessories are turned off.
2. Remove the battery cover (Figure 9).
3. Loosen the battery negative cable terminal clamp then remove and isolate the negative cable terminal from the battery post (Figure 9).
4. Open and support the hood.

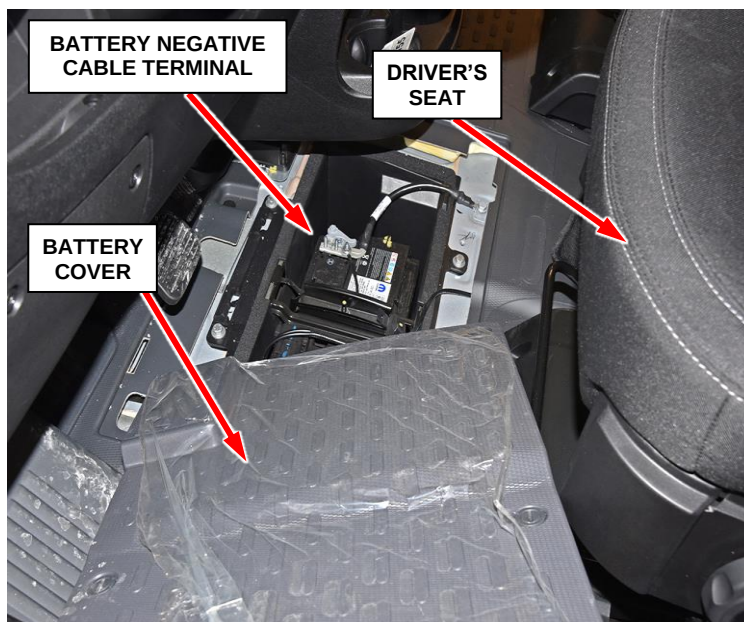


Figure 9 – Battery Cover and Negative Cable

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5. Remove the bolt and position aside the pressurized coolant recovery bottle (Figure 10).

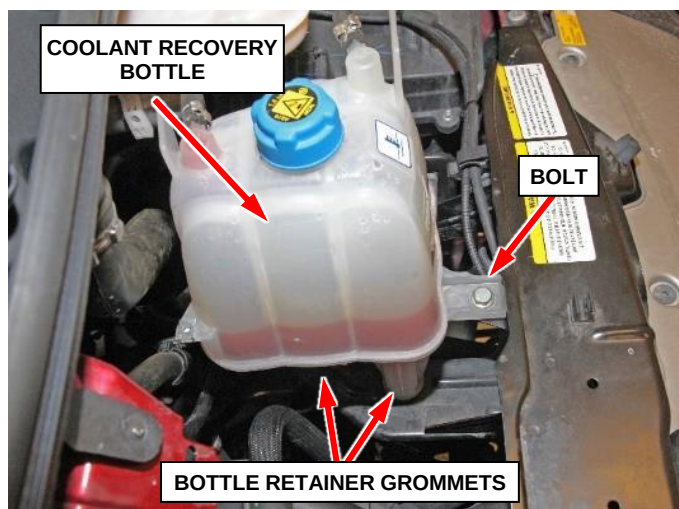


Figure 10 – Coolant Recovery Bottle

6. Remove the two Pozidriv screws securing the fresh air duct to the upper radiator core support (Figure 11).
7. Loosen the clamp securing the fresh air duct to the air cleaner housing (Figure 11).
8. Remove the fresh air supply duct from the vehicle (Figure 11).

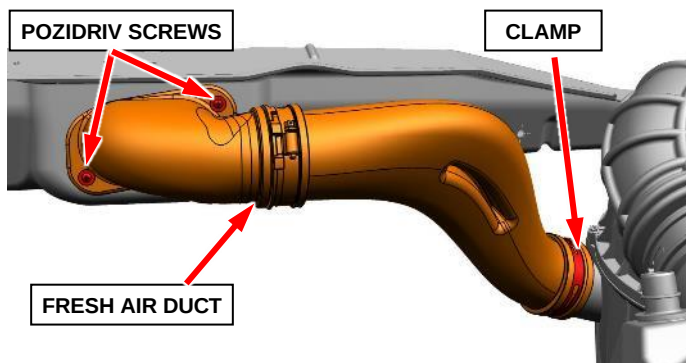


Figure 11 – Fresh Air Duct

9. Release the coolant degasser hose from the four retainers along the top edge of the cooling fan module then position the hose out of the way (Figure 12).

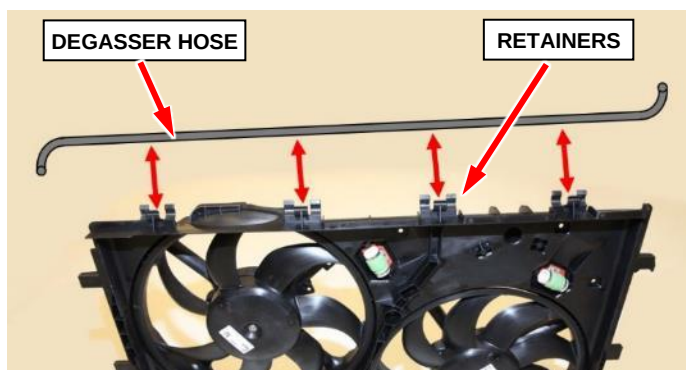


Figure 12 – Coolant Degasser Hose

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10. The following cooling fan module steps may be performed together; some connectors or retainers may be more easily accessible from above or below. Disconnect any that are accessible from above first then raise and support the vehicle to access those accessible from below (Figures 13 through 15).

- From above or below as necessary, release the coolant recovery hose from the four retainers on the fan module (Figure 13).
- From above or below as necessary, disconnect the wire harness connectors from the cooling fan relays (1), the resistors (2) and the cooling fan motors (3) (Figure 14).
- From above or below as necessary, separate the wire harness (1) retainers from the cooling fan shroud (Figure 15).

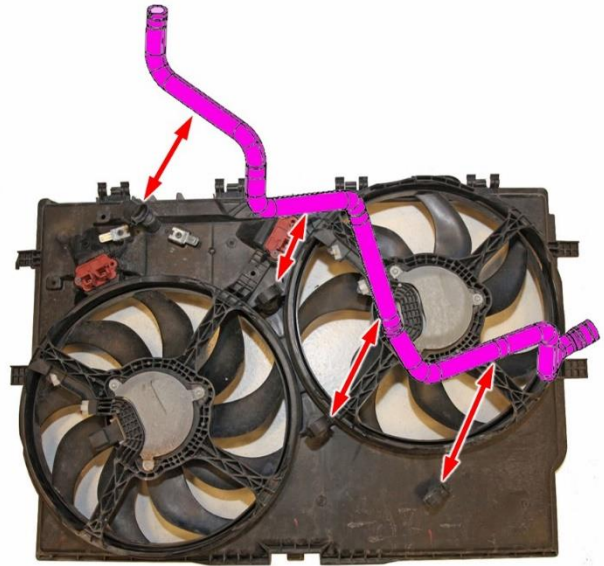


Figure 13 – Coolant Recovery Hose

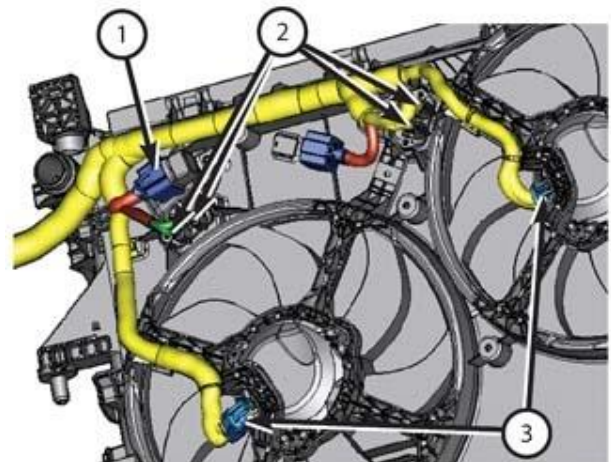


Figure 14 – Wire Harness Connectors

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11. Position the coolant recovery hose and wire harness out of the way to prepare for cooling fan module removal.

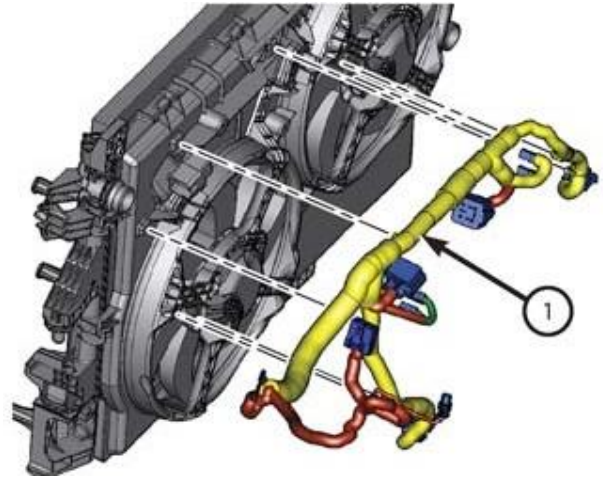


Figure 15 – Wire Harness Retainers

12. Remove the fastener (3) that secures the right side underbody shield (1) to the cradle (Figure 16).
13. Remove the five fasteners (2) that secure the right side underbody shield (1) to the fascia and wheel liner (Figure 16).
14. Remove the right side underbody shield (1) from the vehicle (Figure 16).

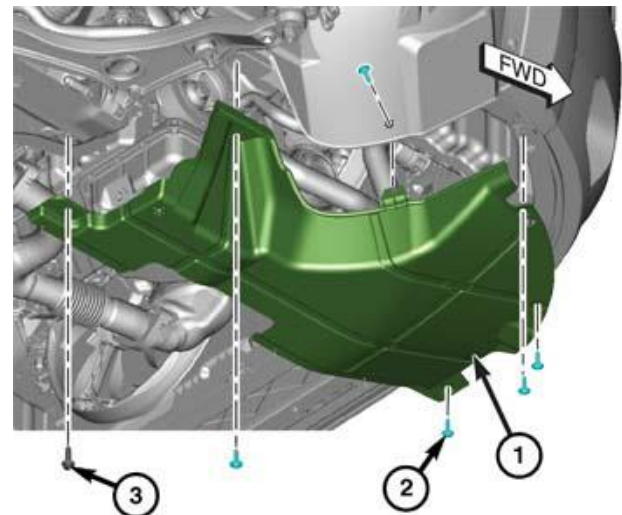


Figure 16 – Right Side Underbody Shield

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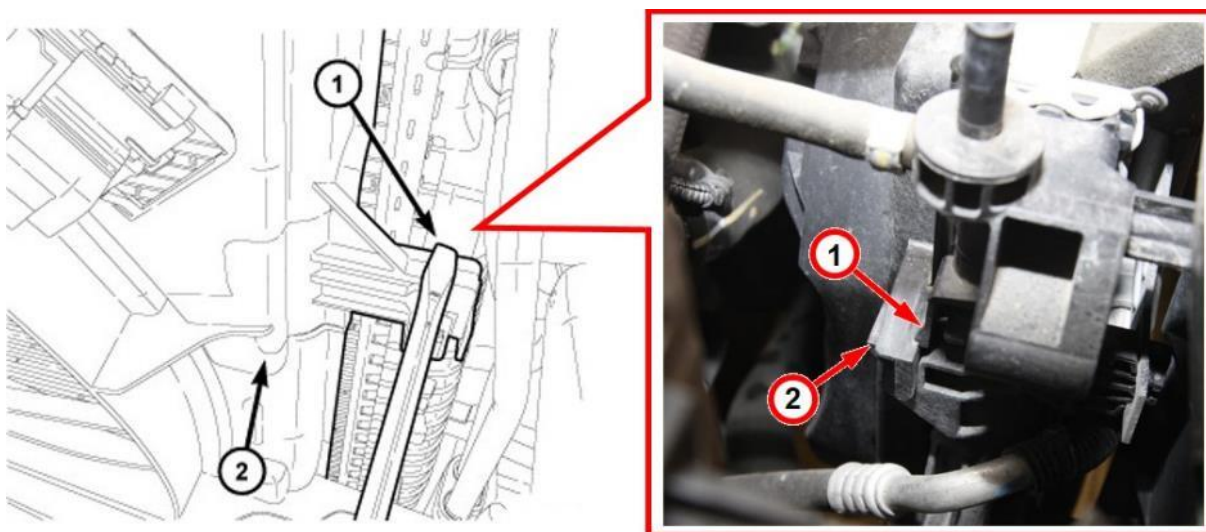
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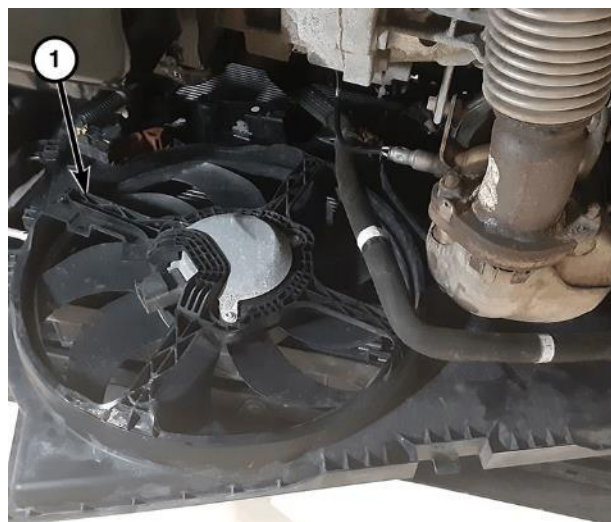
15. From above or below as necessary for access, on each side of the cooling fan module, use a screwdriver or equivalent tool to depress the retaining clip (1) then lift upward to release the cooling fan module (2) from the mounts (Figure 17).

**NOTE: The retaining clips (1) are only present on the upper right and upper left cooling fan module mounts. The lower right and lower left cooling fan module mounts do not have a retaining clips (Figure 9).**



**Figure 17 – Cooling Fan Module Mount Retaining Clip**

16. Remove the cooling fan module (1) from the bottom of the vehicle (Figure 18).



**Figure 18 – Cooling Fan Module**

17. As necessary, transfer any coolant recovery hose retainers from the old cooling fan module to the **NEW** cooling fan module (Figure 13).

18. Render the old cooling fan module unusable and **DISCARD**.

19. Replace any damaged retainers on the cooling fan module wire harness. Install the replacement retainers in the same location and direction as the original retainer (Figure 19).

20. Install the **NEW** cooling fan module (1) to the vehicle from the bottom (Figure 18).

21. Position the cooling fan module (2) into the four mounting locations. Push the cooling fan module downward into the mounts and ensure to fully engage the two retaining clips (1) that are only present on the upper right side and upper left side cooling fan module mounts (Figure 17).

22. Install the right side underbody shield (1) to the vehicle (Figure 16).

23. Install the five fasteners (2) that secure the right side underbody shield (1) to the fascia and wheel liner, tighten securely (Figure 16).

24. Install the fastener (3) that secures the right side underbody shield (1) to the cradle, tighten to 20 N·m (15 ft lbs). (Figure 16).

25. The following cooling fan module steps may be performed together; some connectors or retainers may be more easily accessible from above or below. Connect any that are accessible from below first then lower the vehicle to access those accessible from above (Figures 13 through 15).

- From below or above as necessary, install the wire harness (1) retainers to the cooling fan shroud (Figure 15).
- From below or above as necessary, connect the wire harness connectors to the cooling fan relays (1), the resistors (2) and the cooling fan motors (3) (Figure 14).

**NOTE: Ensure the connectors are fully connected.**

- From below or above as necessary, install the coolant recovery hose to the four retainers on the fan module (Figure 13).

26. Install the coolant degasser hose to the four retainers along the top edge of the cooling fan module (Figure 12).

27. Position the fresh air duct to the vehicle (Figure 11).



**Figure 19 – Wire Harness Retainers**

28. Install the two Pozidriv screws securing the fresh air duct to the upper radiator core support, tighten securely (Figure 11).
29. Tighten the clamp securing the fresh air duct to the air cleaner housing, tighten to 5 N·m (44 in. lbs.) (Figure 11).
30. Position the pressurized coolant recovery bottle in the proper location then install the bolt. Tighten the bolt to 12 N·m (9 ft. lbs.) (Figure 10).
31. Connect and secure the battery negative cable terminal clamp to the battery negative post (Figure 9).
32. Install a battery charger and verify that the charging rate provides 13.2 to 13.5 volts. Set the battery charger timer (if so equipped) to continuous charge.  
  
**NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.**
33. Connect the wiTECH MicroPod II to the vehicle Data Link Connector (DLC).
34. Turn the ignition to the **"RUN"** position.
35. Open the wiTECH 2.0 website.
36. Enter your **"User id"** and **"Password"** and your **"Dealer Code"**, then select **"Sign In"** at the bottom of the screen. Click **"Accept"**.
37. From the **"Vehicle Selection"** screen, select the appropriate vehicle.
38. From the vehicle **"Topology"** screen, select the **"PCM"** icon.
39. From the **"PCM"** screen select the **"Actuators"** tab.
40. From the **"Actuators"** tab select **"Radiator/Condenser Cooling Fan Relay #1 Control State"** routine and set to **"Selected On"**. Click **"Start"** and observe fan operation to confirm the fan is running then click **"Stop"** to stop the fan before exiting the routine. If the fan does not operate, check and ensure that the fan electrical connectors are fully connected and latched before performing further diagnosis.
41. From the **"Actuators"** tab select **"Radiator/Condenser Cooling Fan Relay #2 Control State"** routine and set to **"Selected On"**. Click **"Start"** and observe fan operation to confirm the fan is running then click **"Stop"** to stop the fan before exiting the routine. If the fan does not operate, check and ensure that the fan electrical connectors are fully connected and latched before performing further diagnosis.
42. Turn the ignition in the **"OFF"** position.
43. Remove the wiTECH MicroPod II from the vehicle DLC.
44. Remove the battery charger.
45. Install the battery cover (Figure 9).

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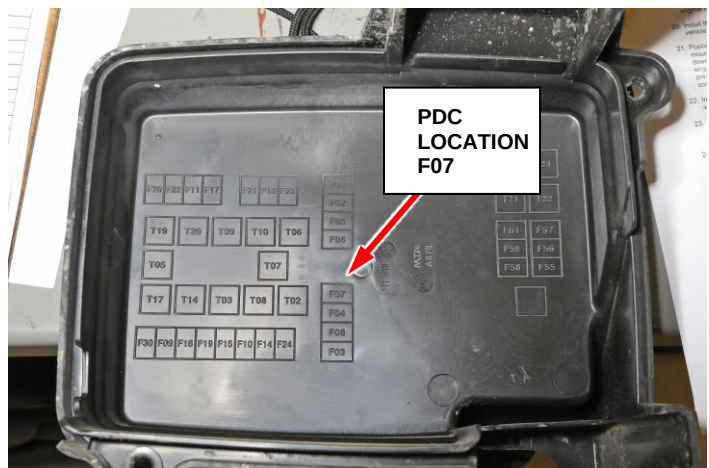
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46. Stow the hood prop-rod then close the hood.
47. Set the date/time on the instrument panel information center.
48. Complete the Proof of Correction form for California residents.
49. Return the vehicle to customer or vehicle inventory.
50. Ensure the old fan module has been rendered **UNUSABLE** and **DISCARD**.

#### **F. Replace PDC Fuse 07**

51. Loosen the fasteners holding the PDC cover in place and remove it.
52. Remove the old fuse from location F07 and discard it (Figure 20).
53. Install a new 40A fuse to location F07 (Figure 20).



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### G. Add Label to PDC Cover

54. Using isopropyl alcohol and a clean cloth, clean the area where the PDC label will be applied. Allow the alcohol to evaporate before applying the label (Figure 21).
55. Remove the PDC label from the paper backing.
56. Apply the PDC label in the position shown in Figure 21.
57. Apply pressure to the entire surface of the PDC label with firm overlapping strokes removing all wrinkles and air bubbles. Using a tool such as a squeegee is allowed.
58. Install the PDC cover.

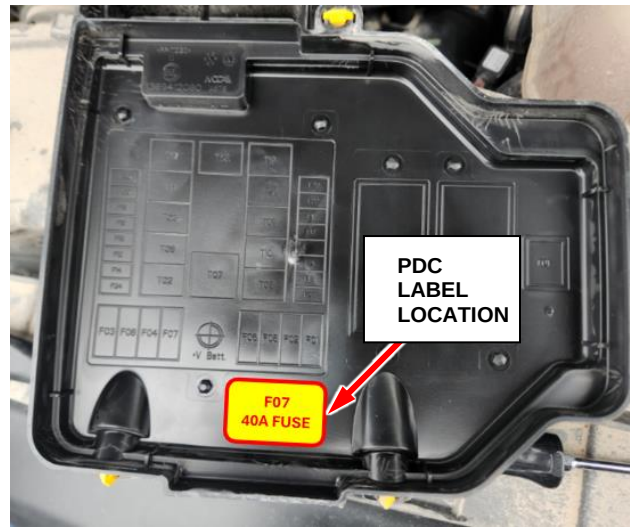


Figure 21 – PDC Label Location

### H. Insert Owner Manual Update

59. Place the Owner's Manual Addendum in the glovebox with the Owner's Manual (Figure 22).



#### THIS ADDENDUM UPDATES INFORMATION ON "FUSES" IN THE "IN CASE OF EMERGENCY" AND "SERVICING AND MAINTENANCE" SECTIONS OF YOUR OWNER'S MANUAL AND USER GUIDE

**MODELS:** 2018-2026 Ram ProMaster (3.6L Engine).

**OVERVIEW:** This addendum updates underhood fuse cavities F06 and F07.

**2018-2019 OWNER'S MANUAL AND USER GUIDE:** Fuses are located in the "In Case of Emergency" section.

**2020-2026 OWNER'S MANUAL:** Fuses are located in the "Vehicle Maintenance" section of the "Servicing and Maintenance" topic.

**Underhood Fuses**

| Cavity | Main Fuse     | Mini Fuse | Description                    |
|--------|---------------|-----------|--------------------------------|
| F06    | 60 Amp Blue   | -         | Engine Cooling Fan - 2nd Speed |
| F07    | 40 Amp Orange | -         | Engine Cooling Fan - 1st Speed |

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Figure 22 – Owner Manual Update

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### **I. Complete Proof of Correction Form for California Residents**

This recall is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and supply it to vehicle owners residing in the state of California for proof that this recall has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the "**DealerCONNECT**" website.
- b. Select the "**Service**" tab.
- c. Under the "**Publications**" heading, select the "**ePublishing**" link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the "**Proof of Correction form**".

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

B3C/NHTSA 25V-720

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized BusinessLink dealer.
- 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 B3C.

# IMPORTANT SAFETY RECALL

## Engine Compartment Fire - High Duty Cycle

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 – 2025 Model Year (VF) Ram ProMaster] vehicles.

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 cooling fan on your vehicle <sup>[1]</sup> 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?

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the cooling fan module and a fuse, and provide an owner's manual addendum and label for the Power Distribution Center (PDC). The estimated repair time is 2 hours. 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. 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 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 1-888-275-9171), 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.