

CUSTOMER SATISFACTION NOTIFICATION

P29

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2013 model year RAM trucks equipped with a Sentry Key Theft Deterrent System and a SKIM Key (without remote keyless entry).**

Recommended Service: **The Radio Frequency Hub Module on your truck (VIN: xxxxxxxxxxxxxxxxx) may contain software that occasionally does not recognize the SKIM key internal memory. This causes the Radio Frequency HUB to no longer authenticate the key as belonging to the vehicle and, therefore, the SKIM key will not start the vehicle.**

What your dealer will do: **FCA will service your vehicle free of charge.** To do this, your dealer will reprogram the Radio Frequency Hub Module with new software and reprogram the existing SKIM key(s). The work will take about 1/2 hour to complete. However, additional time may be necessary depending on service schedules. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply **contact your Chrysler, Jeep, or Dodge dealer**, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. **All SKIM keys that the customer uses for this vehicle must be brought in at the time of service to complete the procedure.** Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help: Please contact the FCA US Customer Assistance Center at either **recalls.mopar.com** or 1-800-853-1403.

If you have already experienced this specific condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: FCA US Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to **recalls.mopar.com**.

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
FCA US LLC