



APRIL 2020

# CUSTOMER SATISFACTION NOTIFICATION VA7

## 3.0L Diesel Performance - Providing the Owner Letter to the Customer

**Customer Satisfaction Notification VA7 is a software update to address a slight hesitation or lag in acceleration that was reported by some customers after the V08/V11 Emissions Recall was performed.**

The V08/V11 Emissions Recall software was updated to include the latest version of this software on January 16, 2020; therefore, any vehicle that had Emissions Recall V08 or V11 performed on or after January 16, 2020 already has the up-to-date software in their vehicle and does not require CSN VA7. These VINs have been excluded from the VA7 population.

Any vehicle involved in the CSN VA7 population will automatically receive an extended warranty once the CSN is completed. This extended warranty is in addition to the X78 extended warranty that was provided as part of the V08/V11 Emissions Recall. The existing extended warranty remains in effect, and, once CSN VA7 is completed, FCA US will extend the 4 year or 48,000 mile warranty by an additional 12 months or 12,000 miles, from the date and mileage that the vehicle first received the initial V08/V11 Emissions Recall.

Please note Dealer Instructions for Customer Satisfaction Notification VA7 contain an important step located in the "Parts Information" section on page 2. Dealers **MUST** provide the customer with a copy of the Owner Letter **BEFORE** the software update is performed. Please see below for how to easily find and print the Owner Letter.

### **Process steps to print Owner Letter from DealerCONNECT:**

1. Access the DealerCONNECT website.
2. Locate the Recall Resources section.
3. Under the Recall Central heading, select the Recalls link.
4. Locate the Repair Information section.
5. Select the VA7 Owner Letter link.
6. Print a copy of the Owner Letter.
7. Provide the Owner Letter to the customer **BEFORE** performing VA7.

**FCA appreciates your support!**