



\*\*\*\*AUTO\*\*ALL FOR AADC 481 1/1/1  
Customer ABC

0000001



## CUSTOMER SATISFACTION NOTIFICATION

W50

This notice applies to your vehicle. VIN XXXXXXXXXXXXXXXXX

Dear: 2012 LX Chrysler 300 Owner

At FCA US LLC, customer safety and security is our utmost priority and we need your help. FCA is asking for your support with an important safety and quality assurance initiative. FCA would like to replace the driver airbag inflator in your vehicle with a new replacement part free of charge. This is not a safety recall but, as explained below, is part of an important safety and quality assurance initiative. This invitation is time-limited, so please contact your FCA dealer at your earliest convenience to arrange for this important service.

### REASON FOR AIRBAG INFLATOR REPLACEMENT PROGRAM

- Your Chrysler 300 has a driver airbag that FCA would like to inspect.
- This is NOT a recall.
- This is a study being done in cooperation with the Department of Transportation's National Highway Traffic Safety Administration (NHTSA).
- You will get a brand new replacement part **FREE**, at no cost to you.

### WHAT YOU SHOULD DO

- Call your local Chrysler / Dodge / Jeep® / RAM Dealer today – this offer is time limited.
- Make an appointment to have your airbag replaced.
- Upon completion, FCA will send you a **cash gift card** to say **Thank you** for your participation.

### IF YOU NEED HELP

If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either recalls.mopar.com or 1 833-585-0144.

Thank you for your help with this important safety and quality assurance initiative. We appreciate your Chrysler ownership, your willingness to help, and apologize for any inconvenience this may cause you.

Sincerely,  
Customer Service / Field Operations  
FCA US LLC