

## REQUIRED CUSTOMER COMMUNICATION REGARDING PENDING EMISSIONS RECALL

Dear Ram Truck Owners—You may be aware that the world's economy is suffering from a global shortage of computer chips, and that it has had a significant impact on the automobile industry. All automakers are affected. There have been production delays and decisions to produce vehicles without certain intended design features.

While your 6.7L Heavy Duty Ram truck retains all of its performance capabilities, it does not contain a small but important sensor that monitors the engine's exhaust particulate filter.

This temporary condition does not pose any risk to vehicle safety. Further, the vehicle's pollution-control technology remains active.

Although this emissions-monitoring feature is required by regulations, the certifying environmental government agencies have allowed us to sell you your vehicle pending an emissions recall, once the proper sensor becomes available.

You will not be charged for recall service, which will also update software that supports operation of the sensor.

It is very important that you schedule your vehicle for service as soon as you receive our recall notice. Recall completion is especially critical because additional service to the engine-control module, should it ever become necessary, will not be feasible without the particulate filter sensor installation/software update.

The state of California also requires all open recalls to be addressed before a vehicle's next registration, provided corresponding service is available. It is illegal to drive your vehicle with an expired registration.

Be assured you are a valued Ram customer and we greatly appreciate your understanding and cooperation during these unusual circumstances. Please feel free to contact us with any questions you may have.