

IMPORTANT SAFETY RECALL

N08/ NHTSA 13V-038

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in some **2009 through 2012 model year RAM truck (1500 series) and Dodge Dakota; and 2009 Dodge Durango and Chrysler Aspen vehicles. This is a follow up to an earlier communication. FCA urges you to schedule your service appointment to have the recall remedy completed.**

The problem is... The rear axle pinion nut on your vehicle may loosen due to undersized pinion shaft splines. A loose pinion nut could cause the rear axle to seize or cause the driveshaft to separate resulting in a loss of motive power. Either situation could cause a crash without warning.

What your dealer will do... In an effort to remedy this condition and to satisfy our requirements under a Consent Order with the National Highway Traffic Safety Administration, FCA US offers you one of the following options:

- 1. FCA US will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the rear axle pinion nut and install a pinion nut retainer ring. The pinion nut inspection and pinion nut retainer ring installation will take about ½ hour to complete. If rear axle recondition is required and additional 5 hours will be required. However, additional time may be necessary depending on service schedules. **For your inconvenience, we will provide you with a \$100 unrestricted gift card. This option is available now.**
- 2. FCA US will repurchase your vehicle per the terms of the Consent Order.** We are currently developing a repurchase process that will determine the fair market value of your vehicle based on mileage and condition. If you elect this option, you will be entitled to the fair market value (less any modifications) plus 10%. **Please visit www.fcarecall.com for information on calculating a preliminary estimate of the fair market value of your vehicle. We expect this calculator to be available by September 1, 2015. You may contact your local dealer on or after October 1, 2015 to arrange for a final appraisal of your vehicle. This option will be available beginning October 1, 2015.**
- 3. Through January 4, 2016, you can trade in your vehicle for a new Chrysler / Dodge/ Jeep / Fiat or Ram vehicle and receive an additional incentive offer of \$2,000 towards the purchase of a new Ram Truck or \$1,000 towards the purchase of a new Dodge / Jeep / Chrysler or Fiat vehicle.** This offer will be in addition to all other incentives available at the time of purchase. **This option is available now through January 4, 2016.**

What you must do to ensure your safety... Simply **contact your Chrysler, Jeep, Dodge or Ram dealer** immediately to schedule a service or sales appointment for Options 1 or 3 above. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. For Option 2, please contact your Chrysler, Jeep or Dodge dealer on or after October 1, 2015 to arrange for a final appraisal of your specific vehicle. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Recall Assistance Center at either recalls.mopar.com or 1-800-853-1403.

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

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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 1-800-424-9153), or go to **safecar.gov**.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.