

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U11/NHTSA 18V-100

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
2. Call the FCA Recall Assistance Center at **1-866-220-6747**. An agent can confirm part availability and help schedule an appointment
3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U11.

IMPORTANT SAFETY RECALL

Brake Transmission Shift Interlock

Dear [Name],

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

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2017-2018 Model Year RAM 1500 Pickup, 2017-2018 Model Year RAM 2500 Pickup, 2017-2018 Model Year RAM 3500 Pickup, 2017-2018 Model Year RAM 3500 Chassis Cab, 2017-2018 Model Year RAM 3500 10K GVWR Chassis Cab, 2017-2018 Model Year RAM 4500/5500 Chassis Cab] vehicles equipped with a column shift automatic transmission. This safety recall does not affect vehicles equipped with a rotary or floor shifter or manual transmission.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The Brake Transmission Shift Interlock (BTSI) locking pin on your vehicle ^[1] may become stuck in the open position. A BTSI locking pin stuck in the open position may allow the transmission to be shifted out of PARK and to any gear position without depression of the brake pedal and/or without the key in the ignition, if a key is applicable, or while the ignition is in the "OFF" mode. **The ability to shift the transmission out of the PARK position while the ignition is in the "OFF" mode or without a key in the ignition or a brake pedal application, increases the risk for an unintended vehicle rollaway that may result in a vehicle crash or injury without prior warning.**

WARNING: Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage. Refer to your owner's manual for additional information regarding proper parking brake usage.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will inspect the BTSI operation and replace if necessary. The Body Control Module (BCM) software will also be updated. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is two hours. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

VISIT [RECALLS.MOPAR.COM/HELP](https://recalls.mopar.com/help) FOR MORE INFORMATION AND ANSWERS TO FREQUENTLY ASKED QUESTIONS

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

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. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

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

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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 safercar.gov.

[3] You can also mail in 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.

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