

# IMPORTANT SAFETY RECALL

## Passenger Airbag Module

VA4/NHTSA 19E-062

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 **Mopar Passenger Airbag modules**.

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?

FCA records indicate that you may have purchased a Passenger Airbag (PAB) for your vehicle <sup>[1]</sup>. Some PABs, part number 68335088AA, were shipped to dealers prior to development testing completion. Suspect PABs without developmental testing completed may not perform as expected when commanded to deploy in a vehicle crash. **A PAB that does not perform as expected may increase the risk of injury to a front seat passenger when commanded to deploy in a vehicle crash.**

### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your PAB <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace suspect PABs with the correct PABs. We recommend that you schedule a service appointment to minimize your inconvenience. The estimated repair time is two hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,  
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

### 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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  
FCA US LLC

## YOUR SCHEDULING OPTIONS

### 1. RECOMMENDED OPTION

Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership

2. Call the FCA Recall Assistance Center at **1-800-853-1403**. An agent can confirm part availability and help schedule an appointment

3. Visit [recalls.mopar.com](http://recalls.mopar.com) or download the Mopar Owner's Companion App.

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.

## DEALERSHIP INSTRUCTIONS

Please reference Safety Recall **VA4**.



**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](http://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.