

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W09/NHTSA 20V-396

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 **1-800-853-1403**. An agent can confirm part availability and help schedule an appointment

##### 3. Visit [recalls.mopar.com](http://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 W09.

# IMPORTANT SAFETY RECALL

## Driver Air Bag Emblem

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2008 through 2010 Model Year (RT) Chrysler Town & Country and Dodge Grand Caravan and also 2007 through 2011 Model Year (KA) Dodge Nitro] vehicles equipped with a Driver Air Bag (DAB).

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 DAB emblem on your vehicle <sup>[1]</sup> may have become loose or detached which may result in either the emblem or retainers, or both, not remaining attached to the DAB cover during DAB deployment. **A loose or detached emblem or emblem retainer can become a potential projectile during a crash with DAB deployment, which increases the risk of occupant injury.**

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

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect the DAB cover emblem retainers. If the emblem retainers are securely attached, your dealer will apply tape over the emblem retainers on the inside of the DAB cover to remedy the vehicle. If the emblem retainers are loose or broken, your dealer will remove the emblem from the DAB cover, which will remedy the safety concern. If the emblem is removed, once new DAB covers with emblem become available, you will receive another notification letter advising you to return to your dealer at a later date to have that installed. The estimated repair time is 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

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

**VISIT [RECALLS.MOPAR.COM/HELP](http://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](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



**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.