

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

Z20/NHTSA 22V-140

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**

Call your authorized Chrysler /
Dodge / Jeep® / RAM
BusinessLink 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, 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 Z20.

IMPORTANT SAFETY RECALL

Electronic Stability Control

Dear [Name],

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

FCA US has decided that certain [2019 through 2022 Model Year (DJ) Ram 2500 Pickup, (DF) Ram 3500 10K LB. CAB Chassis, 2021 and 2022 (WD) Dodge Durango] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.126 S5.3 ESC Malfunction requires that "The vehicle must be equipped with a telltale that provides a warning to the driver of the occurrence of one or more malfunctions that affect the generation or transmission of control or response signals in the vehicle's electronic stability control system." Suspect vehicles may not display the ESC malfunction indicator lamp under certain conditions leaving the driver unaware of a degraded ESC system that is not limiting engine torque during an ESC event.

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?

Your vehicle ^[1] may have been built with an Antilock Brake System (ABS) control module that may have software which prevents the Electronic Stability Control (ESC) telltale lamp from properly displaying under certain conditions. Unexpected performance of the ESC system with no warning to the driver can cause a vehicle crash without prior warning.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will update the ABS control module software. The estimated repair time is about 1 hour. 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**

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
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.

[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.