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## **IMPORTANT SAFETY RECALL**

**S44 / NHTSA 16V-461**

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

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2015 and 2016 model year Dodge Grand Caravan, Chrysler Town & Country, Dodge Journey and RAM ProMaster vehicles.**

***The problem is...***      **The transaxle oil pump in your vehicle may experience a loss of hydraulic oil pressure due to an improperly manufactured transaxle oil pump. A loss of transaxle hydraulic oil pressure while driving will result in a loss of motive power and could cause a crash without warning.**

***What your dealer will do...***      FCA intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. FCA is making every effort to obtain these parts as quickly as possible. **FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.**

***What you must do to ensure your safety...***      Once you receive your follow-up notice in the mail, simply **contact your Chrysler, Jeep, Dodge RAM or BusinessLINK dealer right away** to schedule a service appointment.

***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 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 **safercar.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.*