

## **CUSTOMER SATISFACTION NOTIFICATION**

**T15**

This notice applies to your vehicle. (XXXXXXXXXXXXXXXXXXXX)

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2016 through 2017 model year RAM Trucks equipped with a 65/66 RFE Transmission.**

***The problem is...*** The solenoid coil terminals on your vehicle were built out of specification, resulting in excessive interference between the solenoid and its mating connection. **This interference may stress the terminals and create an intermittent electrical connection. This condition may cause the transmission to be limited to one gear and maximum speed of 30 - 45 mph and will illuminate the Malfunction Indicator Lamp (MIL) on the instrument cluster.**

***What your dealer will do...*** **FCA will repair your vehicle free of charge.** To do this, your dealer will replace the transmission solenoid pack. The work will take about 2 hours to complete. However, additional time may be necessary depending on service schedules.

***What you should do...*** Simply **contact your Chrysler, Jeep®, Dodge or RAM dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

***If you need help...*** If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **fcarecalls.com** or 1-800-853-1403.

***California residents...*** The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to **fcarecalls.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.

We apologize for any inconvenience this service may cause to your schedule. FCA is committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center. Thank you for being our customer.

Sincerely,  
Customer Service / Field Operations  
FCA US LLC