

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U05

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, 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.

#### DEALERSHIP INSTRUCTIONS

Please reference CSN U05.

# CUSTOMER SATISFACTION NOTIFICATION

## AutoPark Functionality

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 <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2017 Model Year RAM 1500 Pickup, 2017 Model Year Dodge Durango, and 2017 Model Year Chrysler 300] vehicles equipped with a rotary gear shift selector and an 8-speed automatic transmission.

#### WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle may not have AutoPark functionality enabled. AutoPark is an enhanced securement strategy which places the vehicle in "PARK" if the driver attempts to exit the vehicle before placing the rotary gear shift selector in the "PARK" position. Without AutoPark enabled, if the driver does not place the rotary gear shift selector in the "PARK" position and then attempts to exit the vehicle, the vehicle may move unintentionally.

#### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the software level and if necessary, reprogram the Powertrain Control Module (PCM), Transmission Control Module (TCM), Radio Frequency (RF) Hub and Instrument Panel Cluster (IPC) with updated software to add AutoPark functionality. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[2]</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 satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles 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] 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.

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U05

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.

#### DEALERSHIP INSTRUCTIONS

Please reference CSN U05.

# CUSTOMER SATISFACTION NOTIFICATION

## AutoPark Functionality

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 <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2017 Model Year RAM 1500 Pickup] vehicles equipped with a rotary gear shift selector and an 8-speed automatic transmission.

#### WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle may not have AutoPark functionality enabled. AutoPark is an enhanced securement strategy which places the vehicle in "PARK" if the driver attempts to exit the vehicle before placing the rotary gear shift selector in the "PARK" position. Without AutoPark enabled, if the driver does not place the rotary gear shift selector in the "PARK" position and then attempts to exit the vehicle, the vehicle may move unintentionally.

#### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION

FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the software level and if necessary, reprogram the Powertrain Control Module (PCM), Transmission Control Module (TCM), Radio Frequency (RF) Hub and Instrument Panel Cluster (IPC) with updated software to add AutoPark functionality.

This software update will also improve the accuracy of your fuel gauge. Currently your low fuel light indication comes on when you still have a substantial amount of fuel in the tank. This enhancement will allow your vehicle to more accurately estimate the actual amount of fuel remaining. As a result, your vehicle's low fuel light will not illuminate until you have significantly less fuel remaining than you may now be accustomed to.

In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[2]</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 satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles 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] 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.