

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W80

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 W80.

## CUSTOMER SATISFACTION NOTIFICATION

### Oil Consumption Inspection

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 [2015 -2018 Model Year (BU) Jeep Renegade, (VM) Ram Promaster City and 2016 -2018 Fiat 500X] vehicles equipped with a 2.4L engine.

#### WHY DOES MY VEHICLE NEED REPAIRS?

FCA US has determined that some vehicles may have an engine that consumes more oil than usual under certain operating conditions like continuous stop and go driving. The condition results when a combination of components with certain manufacturing variances are present and the current engine calibration strategy. While the condition is rare, your vehicle <sup>[1]</sup> falls within the population where such variances could cause an oil consumption issue. If your vehicle is subjected to a low oil condition, the oil indicator lamp on your instrument panel cluster may illuminate or you will notice an oil level below the dipstick crosshatch range markings when checking your vehicle's oil level as recommended in your Owner's Manual. If left unaddressed, a low oil condition can eventually result in a vehicle stall.

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

FCA US will repair your vehicle free of charge (parts and labor). In the rare event that a low oil indicator lamp illuminates on your vehicle, or you notice an oil level below the dipstick crosshatch range markings when checking your vehicle's oil level, you should take your vehicle to a dealership for an oil consumption test. FCA US will perform the oil consumption test free of charge to determine if your vehicle has normal engine oil usage. If your vehicle is found to have the manufacturing variances resulting in abnormal engine oil usage, your dealer will replace the components necessary to correct the condition, free of charge.

An oil consumption test will require two dealership visits, one to initiate the testing and one to confirm the results. 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](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 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  
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] 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.