



URGENT VEHICLE RECALL

Your vehicle has a safety recall.

RAPPEL URGENT DU VÉHICULE

Votre véhicule a un rappel de sécurité.



FIAT CHRYSLER AUTOMOBILES

SAFETY RECALL W33 (TRANSPORT CANADA 2020-145) VP4 RADIO SOFTWARE

Dear Vehicle Owner:

This Notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*.

This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person.

FCA CANADA INC. HAS DETERMINED THAT CERTAIN 2019 – 2020 MODEL YEAR (DF) RAM 3500 10,000LB. CAB CHASSIS, (DJ) RAM 2500 PICKUP, AND (DT) RAM 1500 PICKUP ARE NON-COMPLIANT TO CANADA MOTOR VEHICLE SAFETY STANDARD (CMVSS) - 111, REAR VISIBILITY.

THE RADIO IN YOUR VEHICLE MAY UNDER CERTAIN CIRCUMSTANCES, CONTINUE TO DISPLAY THE REARVIEW IMAGE UNTIL A DRIVE CYCLE ENDS. IF THE REARVIEW IMAGE IS DISPLAYED AFTER THE BACKING EVENT HAS ENDED, A DRIVER MAY BE DISTRACTED BY REPEATEDLY AND/OR CONTINUOUSLY SHIFTING ATTENTION IN ATTEMPT(S) TO CANCEL THE IMAGE WHICH CAN CAUSE A VEHICLE CRASH WITHOUT PRIOR WARNING.

What you must do to ensure your safety:

The vehicle's radio software can be reprogrammed remotely using Firmware Over The Air (FOTA) technology which will become available in May or sooner. When prompted on the radio display, select "Update Now" to update the software at your convenience. By opting for the remote FOTA technology option to update the radio software, a visit to your dealership will not be necessary.

Alternatively, you can take your vehicle to an authorized FCA dealer and have the dealer reprogram the radio with updated software at no charge. The estimated repair time is half an hour. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

We apologize for any inconvenience and thank you for your attention to this **very important** matter.

FCA Canada Inc.
National Service and Parts Manager

Note to lessors receiving this recall notice: Federal regulations requires that you forward this recall notice to the lessee within 10 days.

FREQUENTLY ASKED QUESTIONS

? WHERE CAN I FIND MORE INFORMATION ON THIS RECALL OR ANY OTHER RECALL AFFECTING MY VEHICLE?

By Web: recalls.mopar.ca
By Phone: (800) 465-2001
By Email: www.fcacanada.ca/en/contact_us.php
By Mail: FCA Canada Customer Care Centre
P.O. Box 1621, Windsor, ON N9A 4H6

? 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 will still be required to have the campaign performed by an authorized FCA Canada dealer at no charge to you. Once completed, please send your original receipts and/or adequate proof of payment along with the campaign invoice to the following address for **further review of possible reimbursement**: FCA Canada Customer Care Centre, P.O. Box 1621, Windsor, ON N9A 4H6.

? HOW DO I UPDATE MY NAME AND ADDRESS OR IF I NO LONGER OWN THIS VEHICLE?

Contact the Customer Name & Address Call Centre at 1-800-373-1474 to update your information.

FCA IS THE MANUFACTURER OF THE FOLLOWING

