CUSTOMER SATISFACTION NOTIFICATION P15
REPROGRAM RADIO FREQUENCY HUB MODULE

Note:
Specific VIN and model year info removed by DOT SEF to create a generic letter. - SD

Dear 48754-STATE OF ALASKA

At Chrysler Group 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 some xxxx model year RAM trucks.

Recommended Service:	**The radio frequency hub module on your truck (VIN:** VIN # removed **) may contain software programming that could cause slow or no passive entry response, no response to Remote Keyless Entry (RKE) commands, or display dashes for tire pressure readings in the cluster. Passive entry/keyless "Go" vehicles may also experience an occasional no start condition.**
What your dealer will do:	**Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the radio frequency hub module with new software. The work will take about ½ hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.
What you should do:	Simply **contact your Chrysler, Jeep, or Dodge dealer,** at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.
If you need help:	Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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. You may also update this information on the web at www.chrysler.com/ownersreg.

We apologize for any inconvenience this service may cause to your schedule. Chrysler 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
Chrysler Group LLC
Notification Code P15

RAM   **DODGE**   CHRYSLER   **Jeep**   **SRT**   FIAT   MOPAR

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PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

Notification Code

P15

VIN (Last 8 Characters of Vehicle Identification Number)

This service was previously performed on my vehicle (check one if applicable):
☐ My vehicle was inspected and found to be ok.
☐ My vehicle was repaired.

This vehicle was (check one if applicable):
☐ scrapped   ☐ stolen   ☐ exported

This vehicle was sold to (check one if applicable):
☐ A dealer, or someone whose name and address is unknown.
☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale:

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):
☐ Mr.   ☐ Miss   ☐ Mr. & Mrs.   ☐ Dr.
☐ Mrs.   ☐ Ms.   ☐ Rev.   ☐ Business

First Name
Last Name   MI
Street Address
City   State   Zip Code
Email Address