Note: Vehicle-specific info such as model year and VIN has been removed by DOT SEF to create a generic letter. The vehicle-specific info is in the body of the email sent to the user agency. - SD

T21

IMPORTANT EMISSIONS RECALL

Reprogram Engine Control Unit

Dear JEFF MARTI STATE OF A:

FCA US LLC, has determined that certain xxxx Dodge Sprinter vehicles may not comply with Federal and California emission regulations/standards.

WHY DOES MY VEHICLE NEED REPAIRS?

In the event of a Mass Air Flow (MAF) adaptation error, the Malfunction Indicator Lamp (MIL) on your vehicle [1] might not illuminate and the corresponding fault code will not be stored in the Engine Control Unit (ECU) as required by law. To remedy this issue, the ECU software must be updated.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle [2] free of charge (parts and labor). To do this, your dealer will reprogram the ECU with new software. As part of this recall, your dealer will inspect and may perform repairs to the air intake system and Exhaust Gas Recirculation (EGR) system if new Diagnostic Trouble Codes (DTCs) are activated which are directly related to the new ECU software. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. The estimated repair time is two hours. 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 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

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 Emission 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 Emission Recall has been performed.

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** to submit your reimbursement request online. [3] 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 safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC

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.**

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. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Emissions Recall T21.