CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Telematics Box Module Software Update

FCA US LLC

Reference: A4A

2022 – 2023 (DT) Ram 1500 Pickup
(D2) Ram 3500 Pickup
(DD) Ram 3500 Cab Chassis
(DJ) Ram 2500 Pickup
(DP) Ram 4500/5500 Cab Chassis
(DS) Ram 1500 Pickup
(DF) Ram 3500 10K Cab Chassis

Template Version 1.8

Revision	Edition	Detail
0	December 2023	Initial Version.

SYMPTOM DESCRIPTION

The Telematics Box Module (TBM) software in the above vehicles may need to be updated to eliminate software bugs. This new update will improve the technical vehicle information updates on the mobile App, monthly vehicle health reports, which display the vehicle malfunction errors, and correct Uconnect Box error pop ups. Having the software updated will enhance the performance of the provided information. **Customers will not need to visit their local dealer for this software update.**

REPAIR TO BE PERFORMED

The TBM update will initiate remotely using firmware Over The Air (OTA) technology after **01/04/2024**. Customers may also elect not to have the software updated using OTA technology. If they would **NOT** like to have the TBM update, they must provide their Vehicle Information Number (VIN) in the subject line to this email address: **tbmoptout@stellantis.com** by **01/03/2024.**

Strictly respect STELLANTIS Group safety, cleanliness, and environmental instructions for any intervention.
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This notice applies to your vehicle,

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

A4A

LOGO

VEHICLE PICTURE

If you have any questions, please contact the FCA Customer Assistance Center at 1-800-853-1403. An agent cannot process the optout option for you but can answer your questions.

CUSTOMER SATISFACTION NOTIFICATION

Telematics Box Module Software Update

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 [1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2022-2023 Model Year (DT) Ram 1500 Pickup, (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DJ) Ram 2500 Pickup, (DP) Ram 4500/5500 Cab Chassis, (DS) Ram 1500 Pickup, (DF) Ram 3500 10K Cab Chassis] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The Telematics Box Module (TBM) software in your vehicle may need to be updated to eliminate software bugs. This new update will improve the technical vehicle information updates on the mobile App, monthly vehicle health reports, which display the vehicle malfunction errors, and correct Uconnect Box error pop ups. Having the software updated will enhance the performance of the provided information. You will not need to visit your local dealer for this software update.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

The TBM update will initiate remotely using firmware Over The Air (OTA) technology after **01/04/2024**. You may also elect not to have the software updated using OTA technology. If you would **NOT** like to have the TBM update, please provide your Vehicle Information Number (VIN) in the subject line to this email address: **tbmoptout@stellantis.com** by **01/03/2024.**

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

FIAT CHRYSLER AUTOMOBILES

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.