CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Telematics Box Module Software Update

FCA Canada Inc.

Reference: A4A

RAM 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 **January 4th, 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 **January 3rd, 2024.**

Strictly respect STELLANTIS Group safety, cleanliness, and environmental instructions for any intervention.
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CUSTOMER SATISFACTION NOTIFICATION
An important improvement for your vehicle is available.
AVIS VISANT À ASSURER LA SATISFACTION DE LA CLIENTÈLE
Une amélioration importante pour.

SCAN TO VIEW RECALLS

FCA
FIAT CHRYSLER AUTOMOBILES

CUSTOMER SATISFACTION NOTICE A4A
TELEMATICS BOX MODULE SOFTWARE UPDATE

Dear Vehicle Owner:

At FCA Canada Inc., 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 CERTAIN 2022-2023 MODEL YEAR RAM 1500 PICKUP, RAM 3500 PICKUP, RAM 3500 CAB CHASSIS, RAM 2500 PICKUP, RAM 4500/5500 CAB CHASSIS, RAM 1500 CLASSIC PICKUP, RAM 3500 10K CAB CHASSIS VEHICLES.

Your vehicle must be repaired because:
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.

The TBM update will initiate remotely using firmware Over The Air ("OTA") technology after January 4th, 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 January 3rd, 2024.

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

FCA Canada Inc.
National Service and Parts Manager

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

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