



**SAFETY RECALL N25 / NHTSA 13V-177
THREE-WAY COOLANT VALVE**

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2013 model year RAM 1500 series Trucks equipped with a 3.6L engine.**

The problem is... The three-way coolant valve on your truck (VIN: xxxxxxxxxxxxxxxxxxxx) may become inoperable due to an improperly soldered circuit board in the valve. If the three-way coolant valve sticks in a position that does not allow coolant flow to the heater core, the vehicle will not defrost the windshield as specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 103 - Windshield Defrosting and Defogging Systems. An inoperative windshield defroster could limit the driver's vision and cause a crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the date code on the three-way coolant valve and replace it if required. The work will take about 2 hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.Dodge.com/ownersreg

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.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC
Notification Code N25

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