

## **CUSTOMER SATISFACTION NOTIFICATION**

**R28/R29**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

Dear: (Name)

At FCA US LLC, we are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Since our customers' long-term satisfaction is of the utmost importance 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 **2013 through 2014 model year Dodge Viper vehicles**.

***The problem is...***      **The engine cylinder block on your vehicle may have been contaminated with abrasive debris.**

**Under rare conditions during high-speed right-hand cornering when the engine is at light throttle and high RPM, engine oil can be forced into the Make Up Air hose, resulting in unintended oil consumption.**

**Both of these conditions may compromise engine durability.**

***What your dealer will do...***      **FCA will repair your vehicle free of charge.** To address R28, the oil contamination issue, your dealer will complete a free engine oil & filter change and send the used oil filter to FCA for analysis. If FCA's analysis of the oil filter is positive for debris, the dealer will contact you to schedule replacement of the engine and related oil cooler components. If a new engine is not required, the dealer will contact you to inform you that you do not need to return to the dealership.

To address R29, the oil consumption issue, your dealer will install an updated oil management system which includes a new valve cover assembly with a relocated make up air (MUA) fitting and new baffle.

The work will take about 1½ hours to complete if an engine replacement is **not** required. If an engine replacement **is** required, the additional work will take about 11 hours to complete. However, additional time may be necessary depending on service schedules.

***What you should do...***      Please call the SRT Information Center at **855-778 8326** to schedule service at a certified **Dodge Viper dealer**. If you have questions or concerns which your dealer is unable to resolve, please contact the SRT Information Center at either **fcarecalls.com** or **1-855-778 8326**.

***California residents...***      For the R29 portion of this notice, 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 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 recall has been performed.

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. If you have further questions go to **fcarecalls.com**.

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 or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

We apologize for any inconvenience this service may cause to your schedule. FCA 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  
FCA US LLC