



DRAFT LETTER
CUSTOMER SATISFACTION NOTIFICATION code 6926

Dear Customer

We hereby inform you of the following related to your Fiat Professional Ducato vehicle:
 (VIN: xxxxxxxxxxxxxxxxxxxx).

- What is the problem?*** On a some vehicles, including yours, emergency mode (reduced speed, deactivation of non-essential functions) may be activated as a result of a torque converter malfunction.
- What should I do?*** We would therefore be grateful if you could take your vehicle to the Dealership you bought it from, or to any authorised Fiat Professional Service Centre as soon as possible, bringing this letter with you. For greater convenience, we recommend making an appointment, referring to the authorised Fiat Professional Authorised Workshops on the www.fiatprofessional.com website.
- What does the operation consist of?*** The operation will consist in updating the Engine Control Module (ECM) and Transmission Control Module (TCM) software.
- Will I have to pay anything?*** You will not be charged for this service operation. The Dealerships, all authorised Fiat Professional Service Centres and our Customer Service (toll-free number 0080034280000), are at your complete disposal for any information about the operation.
- Further information*** You can connect to the www.fiatprofessional.com website for the latest news about your vehicle.

We thank you for your kind cooperation. We apologise for any inconvenience caused and wish you our kindest regards.

If you have already sold or transferred your vehicle, we ask you to tell us the name and address of the new owner or user, using the enclosed stamped and pre-printed card, along with any information which could make it easier for us to find the current owner or user.