



## **SAFETY RECALL K27**

### Certification and Tire Pressure Labels

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 some **2011 model year Ram trucks** fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 120, "Tire Selection and Rims for Motor Vehicles Other than Passenger Cars".

***The problem is...***     **The Certification label and Supplemental Tire Pressure Information label on your truck** (VIN: xxxxxxxxxxxxxxxxxxxx) contains incorrect vehicle weight rating and seat capacity information. This can cause improper loading of the vehicle and result in a crash without warning.

***What you must do to ensure your safety...***     ➤ **We ask that you apply the enclosed Certification label and Supplemental Tire Pressure Information label so that they cover the existing labels as described on the reverse side of this letter.**

➤ If preferred, you may contact your dealer to schedule a service appointment for installation of the labels. The service will be provided free of charge and should only take a few minutes to complete. However, additional time may be necessary depending on service schedules. Bring the enclosed labels and this letter with you to your dealer. The letter identifies the required service to the dealer.

***If you need help...***     If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler 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](http://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 3 weeks.

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.

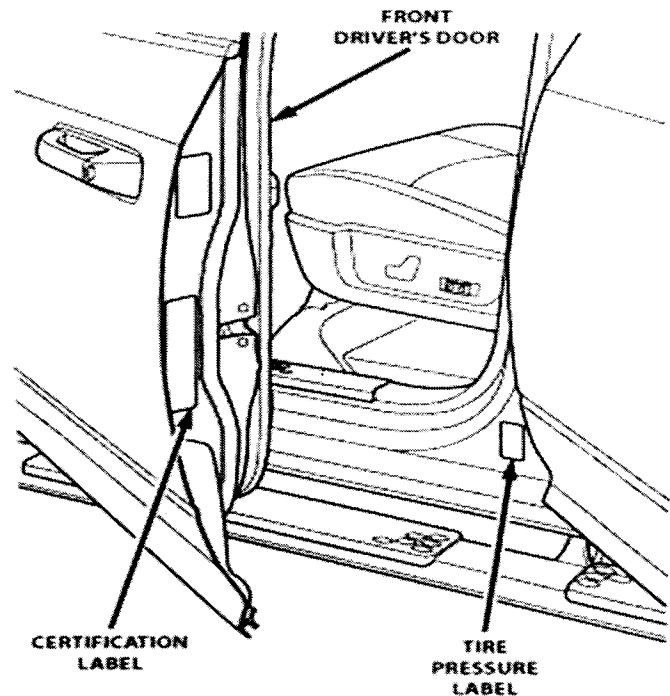
(over)

Customer Services Field Operations  
Chrysler Group LLC  
Notification Code K27

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

## Installation Instructions for Certification and Tire Pressure Labels

1. Open the driver's door and locate the Certification label on the driver's door as shown in Figure 1.
2. Clean the existing Certification label with alcohol / glass cleaner or equivalent and a soft cloth to remove any dirt, oil residue or grease.
3. Remove the enclosed Certification label from its paper backing and carefully install it over the existing Certification label (Figure 1). Firmly press and smooth the label to the surface of the existing Certification label to ensure good adhesion.
4. Locate the Supplemental Tire Pressure Information label on the driver side lower B-post as shown in Figure 1.
5. Clean the existing Supplemental Tire Pressure Information label with alcohol / glass cleaner or equivalent and a soft cloth to remove any dirt, oil residue or grease.



**Figure 1 – Four Door Model Shown**

6. Remove the Supplemental Tire Pressure Information label from its paper backing and carefully install it over the existing label (Figure 1). Firmly press and smooth the label to the surface of the existing Supplemental Tire Pressure Information label to ensure good adhesion.