



## **SAFETY RECALL M14 /NHTSA 12V-192 SPARE TIRE/WHEEL**

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 **2012 model year Ram trucks** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110 – Tire Selection and Rims (vehicles less than 10,000 lbs.).

**The problem is...** **The spare tire size on your truck (VIN: xxxxxxxxxxxxxxxxx) may not match the tire placard information.**

Also, an incorrect diameter spare tire installed on the vehicle could activate the Electronic Stability Control (ESC) during normal driving and/or cause a truck equipped with limited slip axles to experience increased axle temperatures and premature limited slip differential clutch wear.

**What your dealer will do...** **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the spare tire on your vehicle. Trucks found with the incorrect size spare tire will have them replaced. The inspection will only take a few minutes. If the spare tire requires replacement the work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply **contact your dealer** right away to schedule a service appointment. **Remember to 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](http://www.dodge.com/ownersreg).

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this noncompliance 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 M14

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