



February 14, 2013

Ms. Nancy L. Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. S.W.  
Washington, D.C. 20590

Dear Ms. Lewis:

Reference: NHTSA Identification Number 12V-560

Enclosed are representative copies of communications relating to the 2013 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers during the week of February 11, 2013 and to begin owner notification during the week of February 18, 2013. The exact number of manufactured vehicles in the recall is 734.

This completes Chrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,

A handwritten signature in cursive script that reads "Reginald R. Modlin".

Reginald R. Modlin  
Vehicle Compliance and Safety Affairs

Enclosure: Dealer and Owner Letter for Recall M36

cc: F. Borris



## **SAFETY RECALL M36 / NHTSA 12V-560**

### Seating Capacity Label

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 **2013 model year Dodge Durango** vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 110, "Tire Selection and Rims for Motor Vehicles with a GVWR of 10,000 pounds or less".

**The problem is...**     **The Seating Capacity label on your vehicle** (VIN: xxxxxxxxxxxxxxxxxxxx) contains incorrect 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 Overlay label over the seating section of the Tire and Loading Information label 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 label. 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 M36

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

## Installation Instructions for Seating Capacity Overlay Label

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

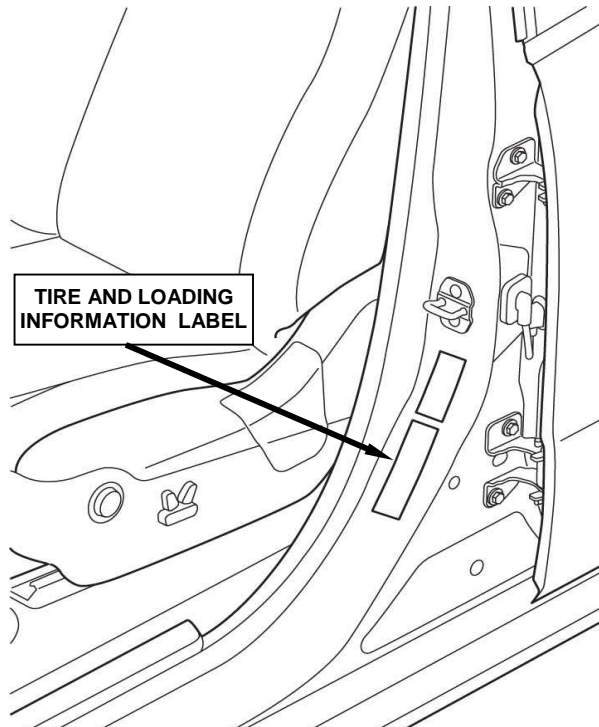


Figure 1 – Driver's Side Front Door Shown

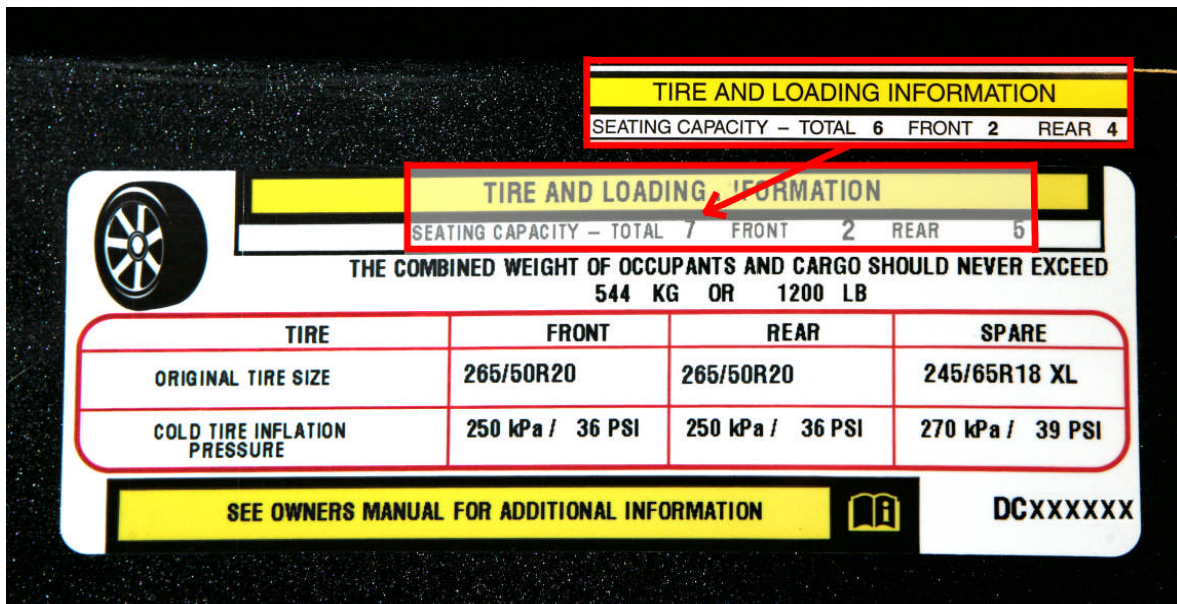


Figure 2 – Tire and Loading Information Label with Overlay