



February 2013

Dealer Service Instructions for:

Safety Recall M36 / NHTSA 12V-560 Seating Capacity Label

Models

2013 (WD) Dodge Durango

*NOTE: This recall applies only to the above vehicles equipped with **second row fold/tumble captain chairs (sales code CFU) built through September 14, 2012 (MDH 091407).***

IMPORTANT: Some of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Seating Capacity label on about 730 of the above vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 110, "Tire Selection and Rims for Motor Vehicles with a GVWR of 10,000 pounds or less". The labels contain incorrect seat capacity information. This can cause improper loading of the vehicle and result in a crash without warning.

Repair

Dealers are required to apply an Overlay label to the Tire and Loading Information label on all involved vehicles in new vehicle inventory.

An Overlay label will be mailed to owners known to Chrysler for the owners to install (or for installation by their dealer if preferred).

Parts Information

Each dealer to whom vehicles in this recall were assigned, will receive enough overlay enough labels to service **100% of unsold vehicles**.

If an owner's label is lost or damaged, or if dealers require more labels for inventory vehicles, additional Overlay labels, **PN 68211350AA**, may be ordered as needed.

Service Procedure

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 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 overlay label to the surface of the existing Tire and Loading Information label to ensure good adhesion.

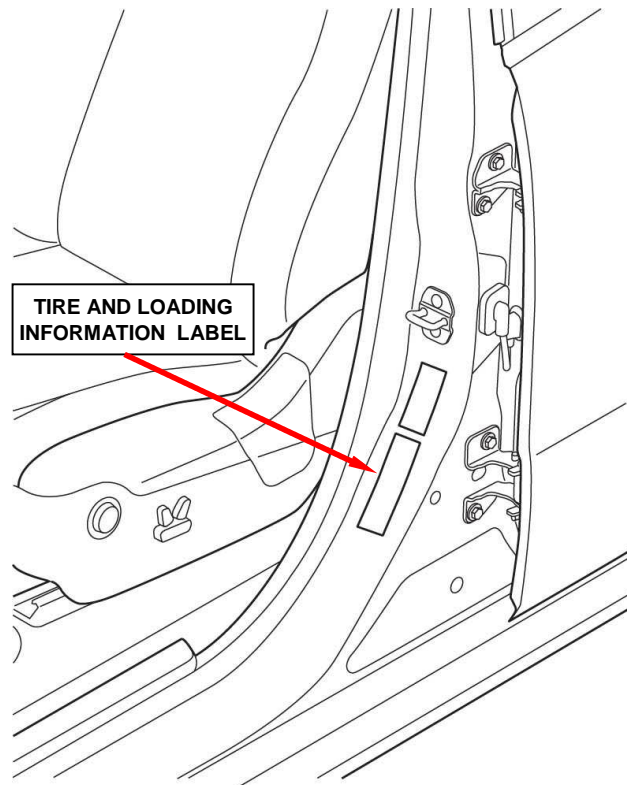


Figure 1 – Driver’s Side “B” Pillar Shown

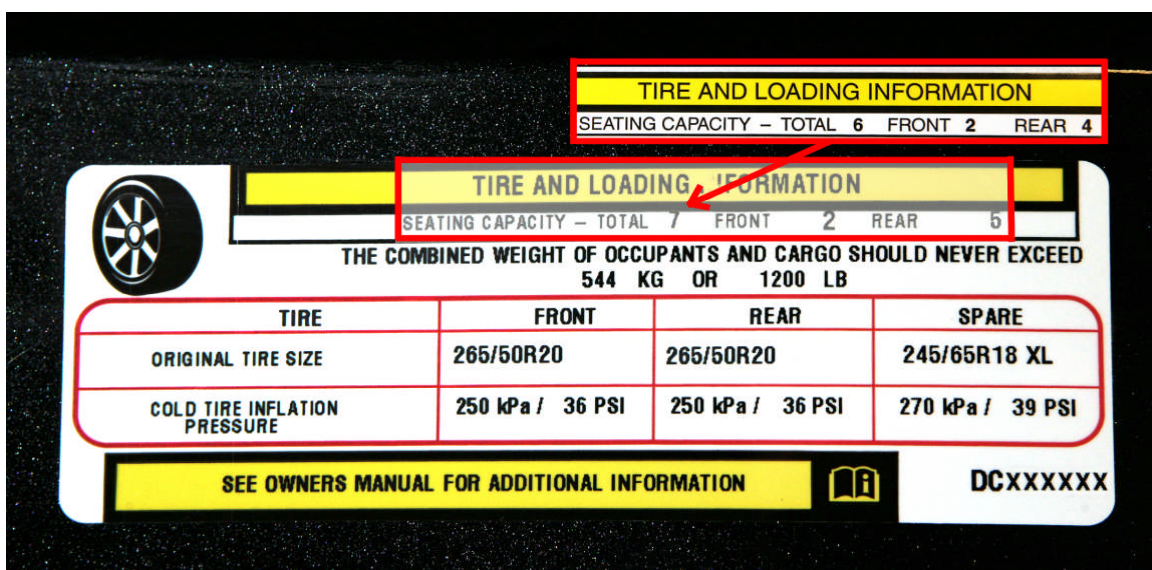


Figure 2 - Tire and Loading Information Label with Overlay

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Install Seat Capacity Overlay label	23-M3-61-82	0.2 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to install the supplied labels over the original labels on their vehicle. Any owner who prefers not to install the label is asked to schedule an appointment for the service with their dealer. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services Field Operations
Chrysler Group LLC