

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T37/NHTSA 17V-375

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit our Recall Website,** recalls.mopar.com or scan below.

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T37.

IMPORTANT SAFETY RECALL

Tire Placard Label

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that certain [2017 model year Chrysler Pacifica] Plug-In Hybrid Electric Vehicles (PHEV) fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.110 requirements. Per FMVSS 571.110, each vehicle placard shall show the vehicle capacity weight expressed as “The combined weight of occupants and cargo should never exceed XXX kilograms or XXX pounds”; and designated seated capacity (expressed in terms of total number of occupants and number of occupants for each front and rear seat location).

WHY DOES MY VEHICLE NEED REPAIRS?

The tire placard label on your vehicle ^[1] may have incorrect seating capacity and calculated combined occupant and cargo weight (“calculated weight”) information. Your vehicle may have a tire label showing six total passengers with 950 lb. combined weight. The six total passengers are either displayed as one front and five rear, or two front and four rear. Vehicles affected by this recall should have a tire label showing seven total passengers (two front and five rear) with 1,100 lb. combined weight. **The incorrect tire placard label may cause customer confusion potentially leading to vehicle overloading resulting in a failed tire, which could cause a vehicle crash without warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

We ask that you apply the enclosed tire placard label by following the tire placard label replacement instructions included with this letter.

If you prefer not to install the label yourself, simply contact your dealer to schedule a service appointment. FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, you must bring the replacement tire placard label with you to the dealer and your dealer will install the tire placard label for you. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

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

Safety Recall T37 - Tire Placard Label Label Replacement Instructions

Required Items

- **Tire Placard Label** - included with this letter.
- **Heat gun or hair dryer** - to soften the old tire placard label adhesive.
- **Plastic blade tool** - to lift the corner of the old tire placard label.
- **Isopropyl Alcohol** - to clean the door surface prior to label application.
- **Clean Cloth** - to clean the door surface prior to label application.

Label Replacement Procedure

1. Open the driver side front door and locate the vehicle tire placard label on the door jamb above the door latch striker (Figure 1).
2. Compare the new tire placard label Vehicle Identification Number (VIN) printed on the new tire placard label to the VIN on the original tire placard label (Figure 2).

WARNING: If the VIN does not match the original VIN the recall cannot be completed at this time. Contact your dealer to obtain the correct Tire placard label.



Figure 1 – Tire Placard Label Location

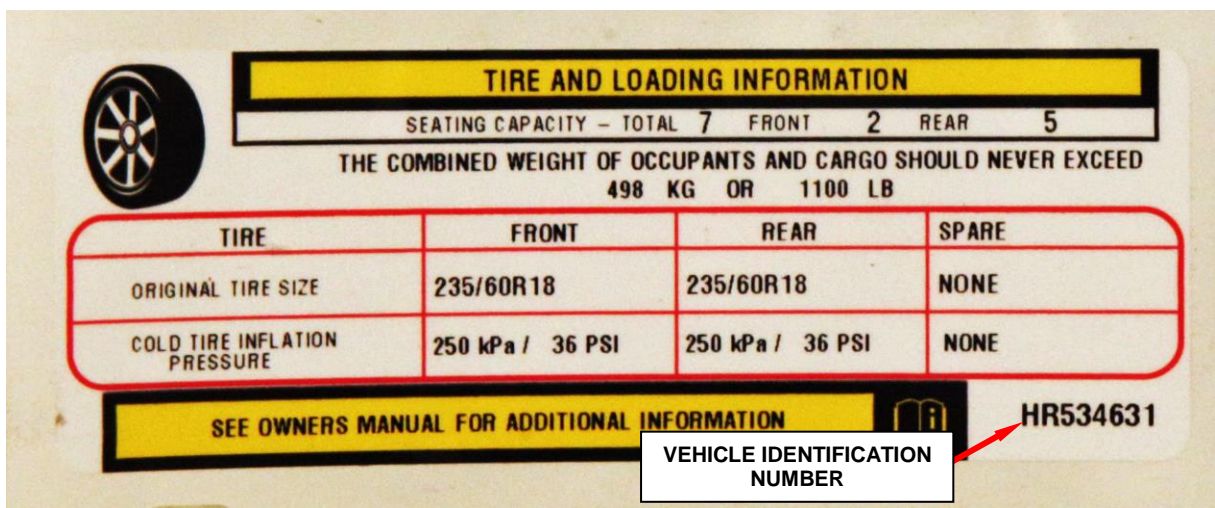


Figure 2 – Tire Placard Label

Label Replacement Procedure (Continued)

- Use a heat gun to soften the tire placard label adhesive (Figure 3).

CAUTION: The heat source must be positioned far enough away from the painted surface to avoid damage to the clear coat.

- Use a thin plastic or rubber type tool to begin lifting a corner of the tire placard label (Figure 3).

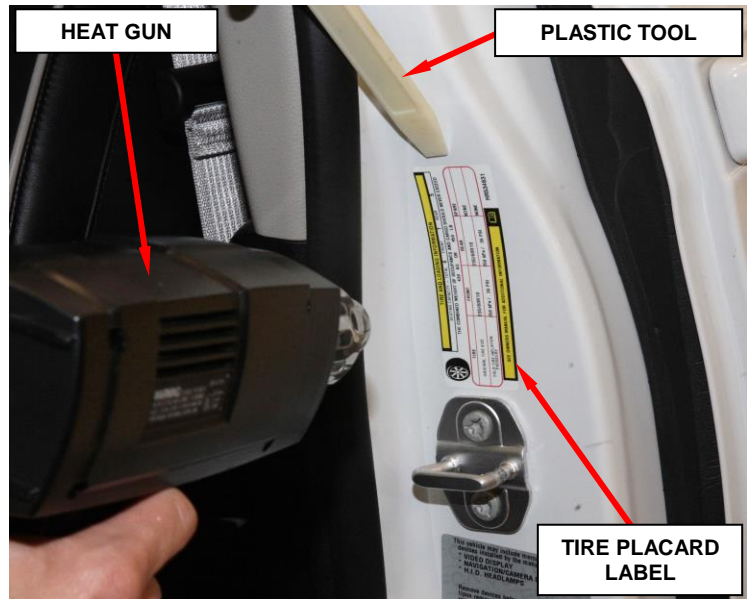


Figure 3 – Remove Tire Placard Label

- Peel the tire placard label slowly at a 45 degree angle to remove.

CAUTION: Do not at any time “scratch” or “scrape” at the adhesive. Care is to be taken so that the substrate underneath the tire placard label is not marred in any manner.

- Using isopropyl alcohol, wipe the surface of the front driver side door jamb clean where the tire placard label is to be applied. Ensure that all the residue is removed. Allow the alcohol to evaporate (Figure 4).

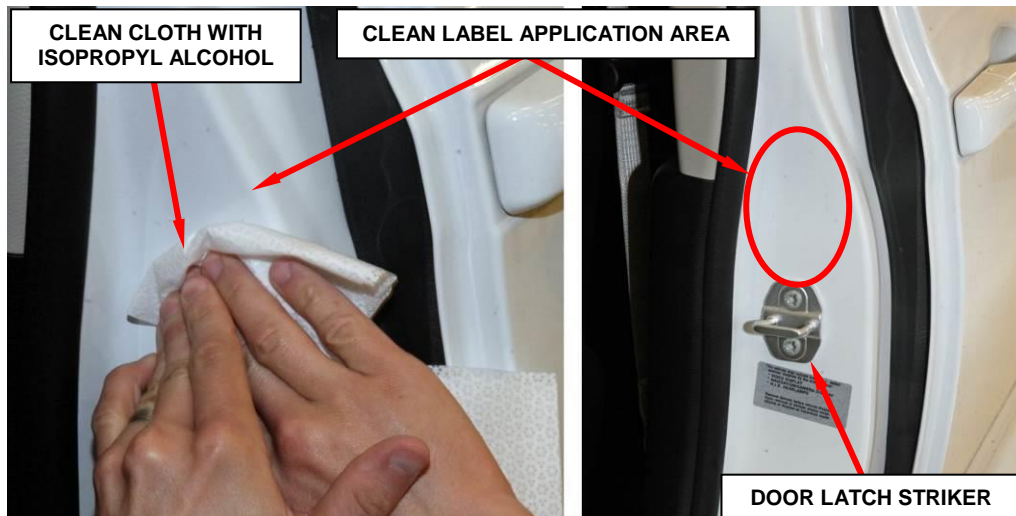


Figure 4 – Remove Tire Placard Label Adhesive Residue

Label Replacement Procedure (Continued)

7. Remove the **NEW** tire placard label from the paper backing (Figure 5).

8. Apply the **NEW** tire placard label to the front driver side door jamb surface, in the original position, with the same text orientation (wheel picture at bottom) (Figures 1 and 6).

9. Apply pressure to the entire surface of the tire placard label with firm overlapping strokes removing all wrinkles and air bubbles. Usage of a tool such as a “squeegee” is allowed.

10. Close the driver side door.



Figure 5 – Remove Tire Placard Label From Paper Backing

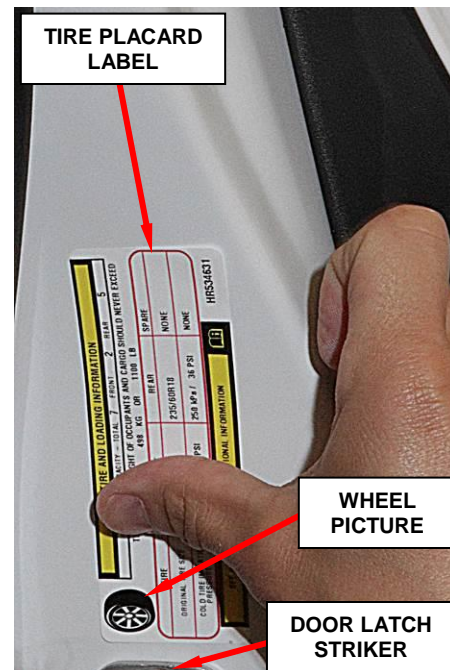


Figure 6 – Install Tire Placard Label