



June 2017

Dealer Service Instructions for:

# **Safety Recall T37 / NHTSA 17V-375 Tire Placard Label**

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## **Models**

**2017 (RU) Chrysler Pacifica PHEV**

*NOTE: This recall applies only to the above Plug-In Hybrid Electric Vehicles (PHEV) built from October 04, 2016 through March 10, 2017 (MDH 100401 through 031009).*

**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 tire placard label on about 100 of the above vehicles 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.

### **Subject (Continued)**

The condition above fails to conform to the requirements of 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).

### **Repair**

A new tire placard label must be installed.

New tire placard labels are being mailed directly to all vehicle owners known to FCA with the Owner Notification letter. The owners are requested to install the label themselves or, if preferred, to arrange for dealer installation of the owner-supplied label without charge.

### **Parts Information**

New tire placard labels are being mailed directly to all vehicle owners known to FCA with the Owner Notification letter. Vehicle owner must provide the tire placard label for installation.

### **Parts Return**

No parts return required for this campaign.

### **Special Tools**

**The following special tools are required to perform this repair:**

- NPN **Heat gun or hair dryer**
- NPN **Plastic blade tool or trim stick**

**Service 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 the Business Center for your market to obtain the correct Tire placard label.



Figure 1 – Tire Placard Label Location

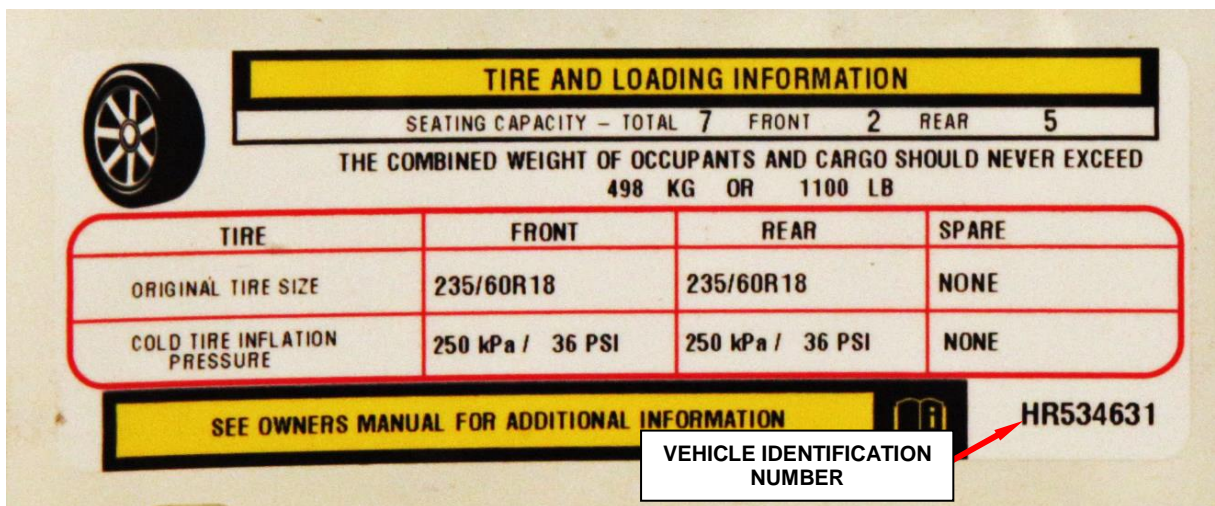


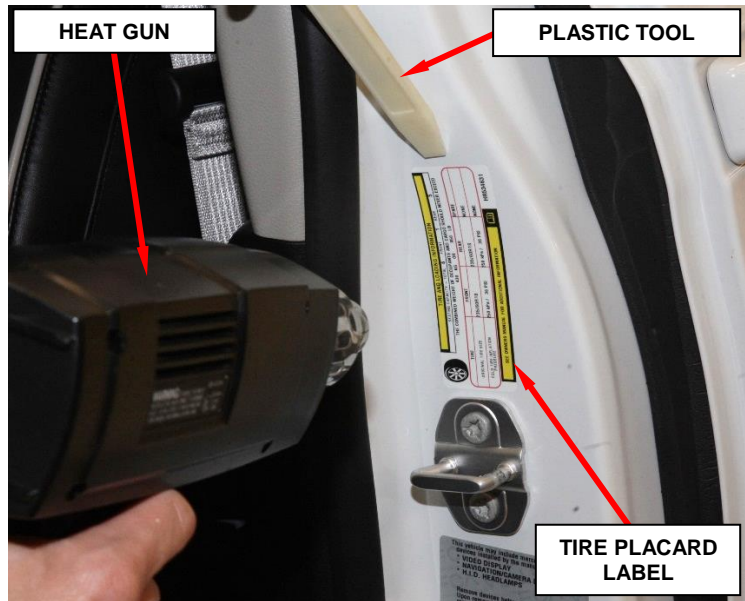
Figure 2 – Tire Placard Label

**Service Procedure (Continued)**

3. 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.

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

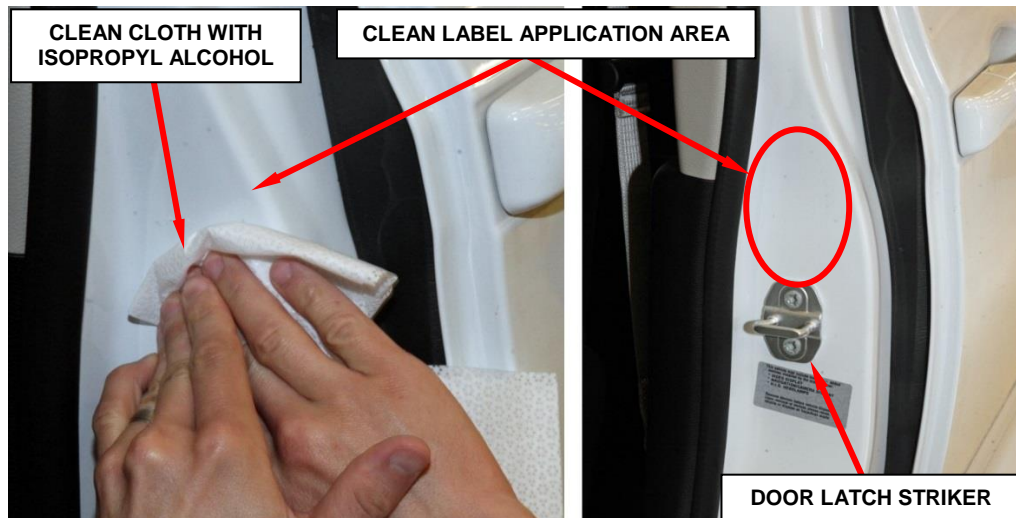


**Figure 3 – Remove Tire Placard Label**

5. 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.

6. 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**

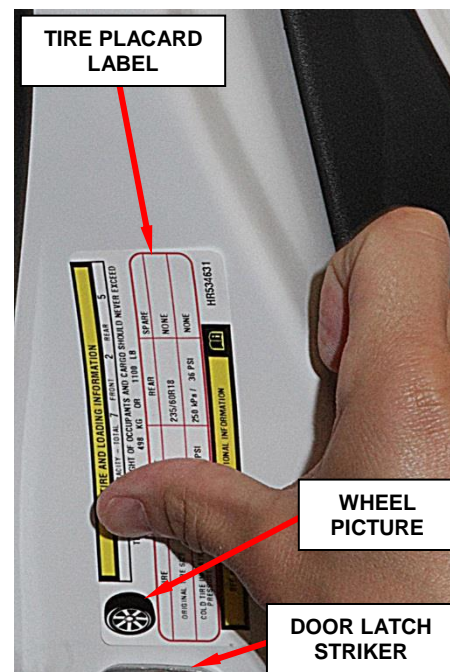


**Service Procedure (Continued)**

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**

**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 paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace Tire Placard Label	23-T3-71-82	0.2 hours

Add the cost of materials allowance to your claim. Enter “MATL” in the Part Number section of your claim with the applicable Material Allowance where appropriate.

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 FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a FCA Mobile Service approved repair.

**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  
FCA US LLC

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](http://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 <sup>[1]</sup> 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 <sup>[2]</sup> 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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](http://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

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## 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

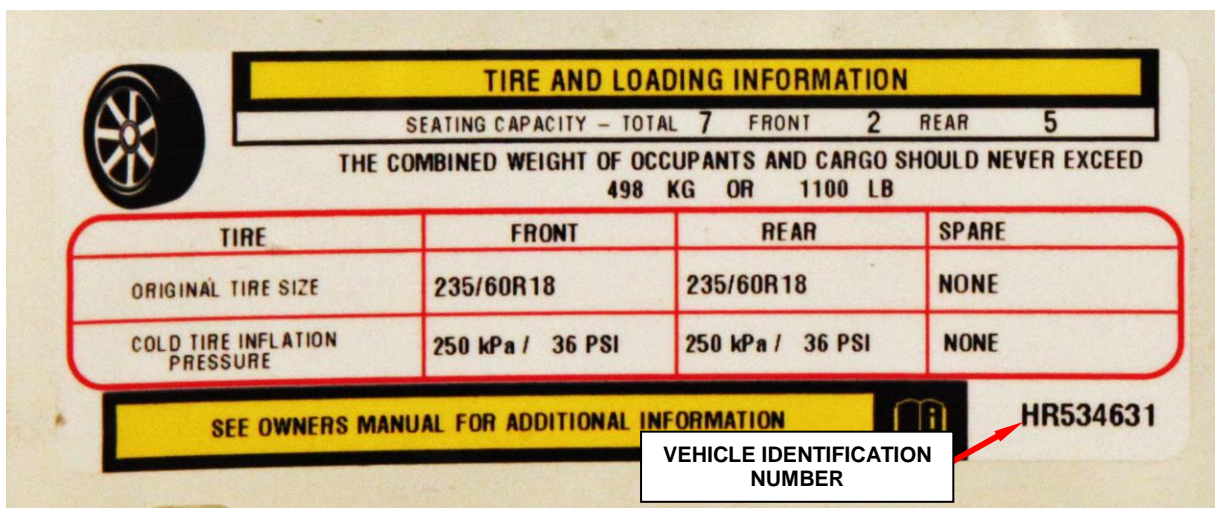


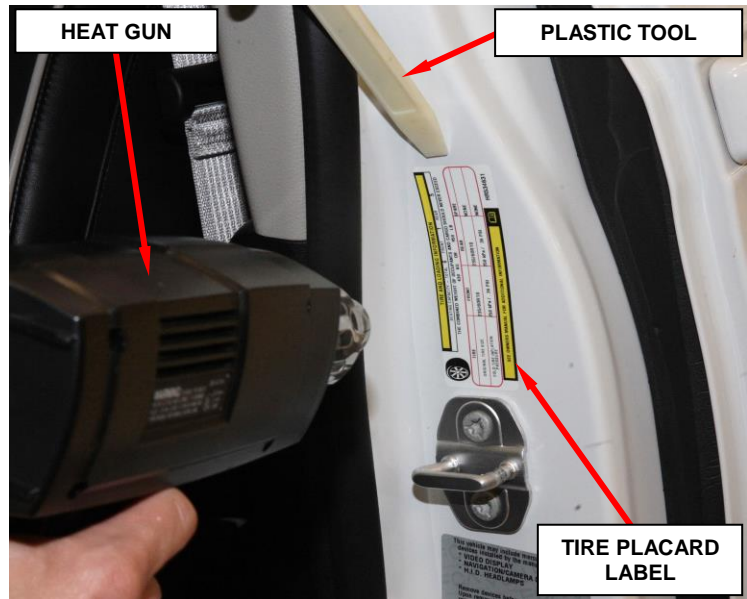
Figure 2 – Tire Placard Label

**Label Replacement Procedure (Continued)**

3. 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.

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

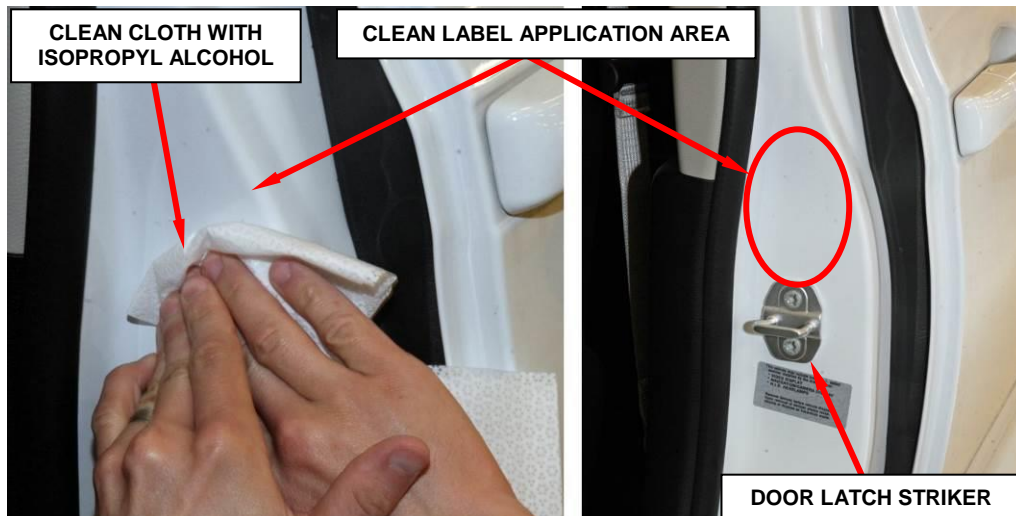


**Figure 3 – Remove Tire Placard Label**

5. 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.

6. 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).



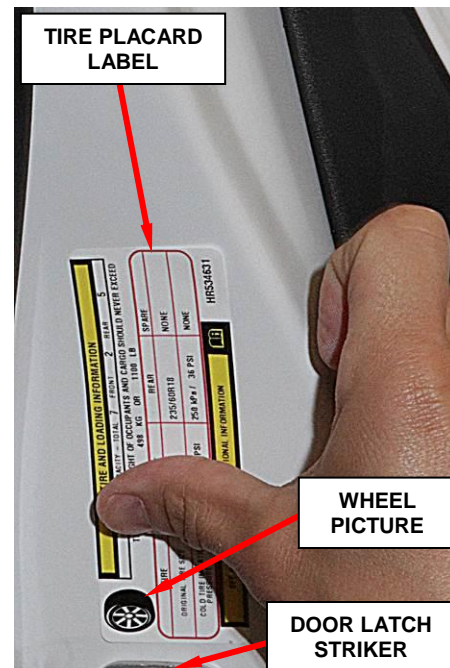
**Figure 4 – Remove Tire Placard Label Adhesive Residue**

**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**