



November 2017

Dealer Service Instructions for:

Safety Recall T62 / NHTSA 17V-601 Tire Placard Label

Models

2015 - 2017 (VM) RAM ProMaster City

NOTE: This recall applies only to the above vehicles built from September 26, 2014 through July 05, 2017 (MDH 092600 through 070500).

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 11,200 of the above vehicles may have incorrect information including incorrect vehicle capacity weight, total number of occupants, tire pressure and/or “none” designation for spare tire when a full size spare tire is present.

A driver may rely on the non-compliant tire placard label and potentially exceed the vehicle weight capacity and/or inflate the tires to an incorrect pressure. Driving a vehicle exceeding the vehicle weight capacity and/or incorrect tire pressure may result in diminished braking, vehicle handling and drivability capabilities and, in rare cases, may result in tire failure. Diminished braking, vehicle handling and drivability capabilities and/or unexpected tire failure can cause vehicle crash without prior warning.

Subject (Continued)

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 110 – Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less.

Repair

A new tire placard label must be installed.

New tire placard labels are being mailed directly to dealers for unsold units and to all vehicle owners known to FCA with the Owner Notification letter.

The vehicle 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 dealers for unsold units and 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 below the door latch striker (Figure 1).
2. Compare the Vehicle Identification Number (VIN) printed on the **new** tire placard label to the VIN printed on the **original** tire placard label to ensure they match (Figure 2).

IMPORTANT: If the VIN on the new label does not match the VIN on the original label the recall cannot be completed at this time. Contact the Business Center for your market to obtain the correct tire placard label.

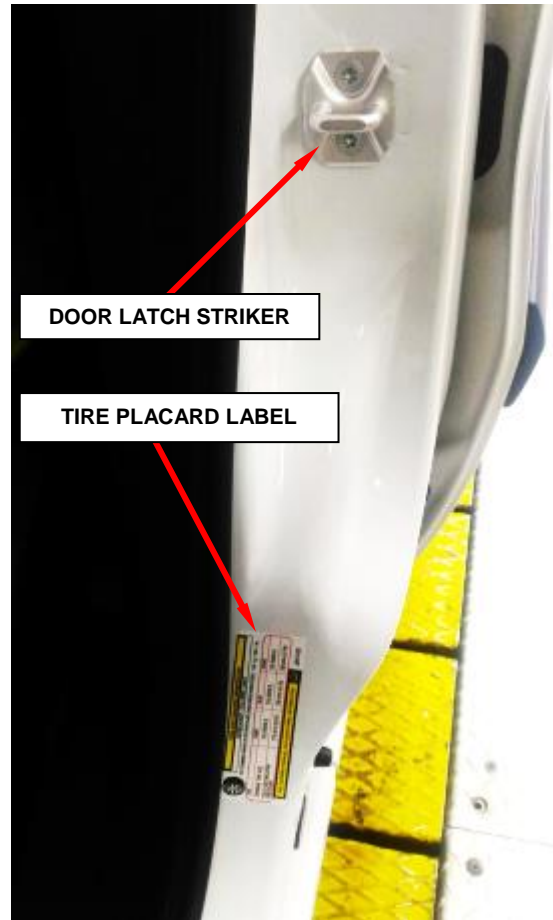


Figure 1 – Tire Placard Label Location

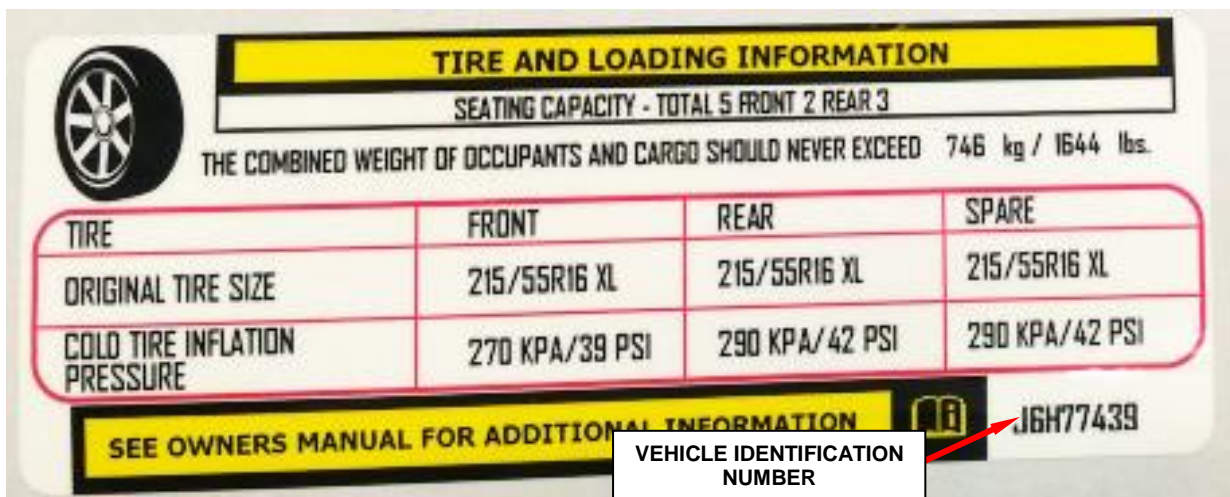


Figure 2 – Tire Placard Label

Service Procedure (Continued)

- 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).

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

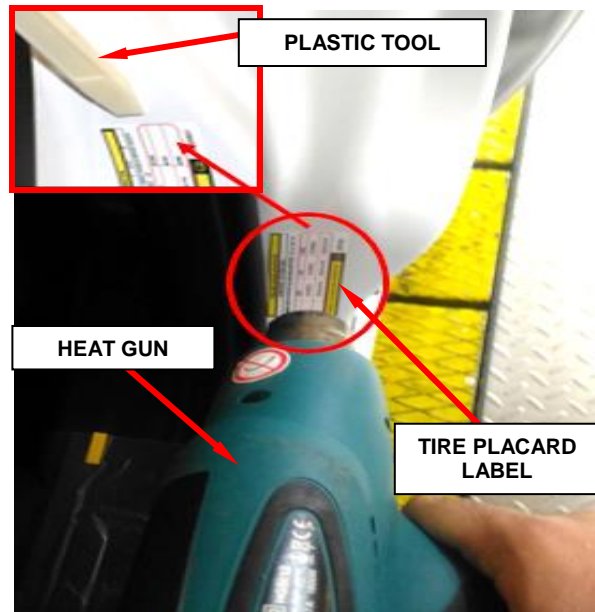


Figure 3 – Remove Tire Placard Label

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 and a clean cloth, remove all adhesive residue from the door jamb surface where the tire placard label was applied. Allow the alcohol to evaporate before applying the new tire placard label (Figure 4).

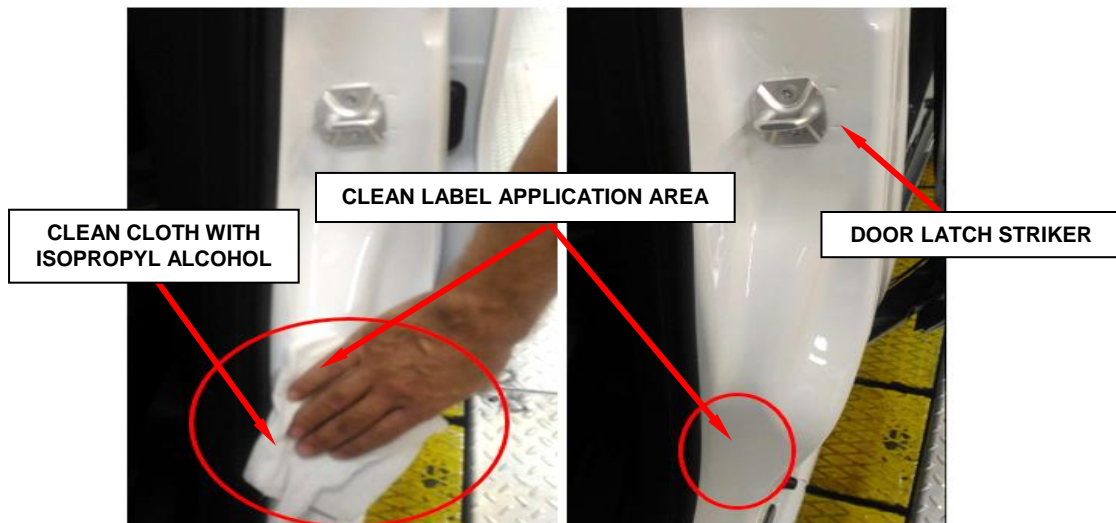


Figure 4 – Remove Tire Placard Label Adhesive Residue

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).

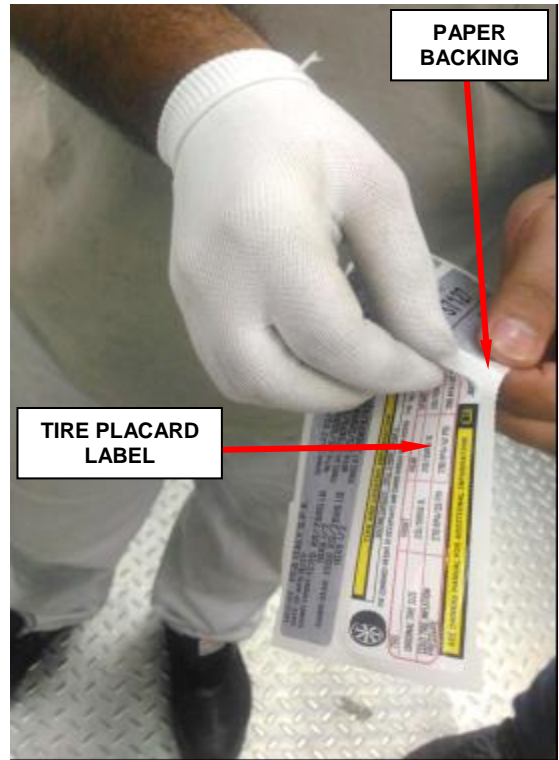
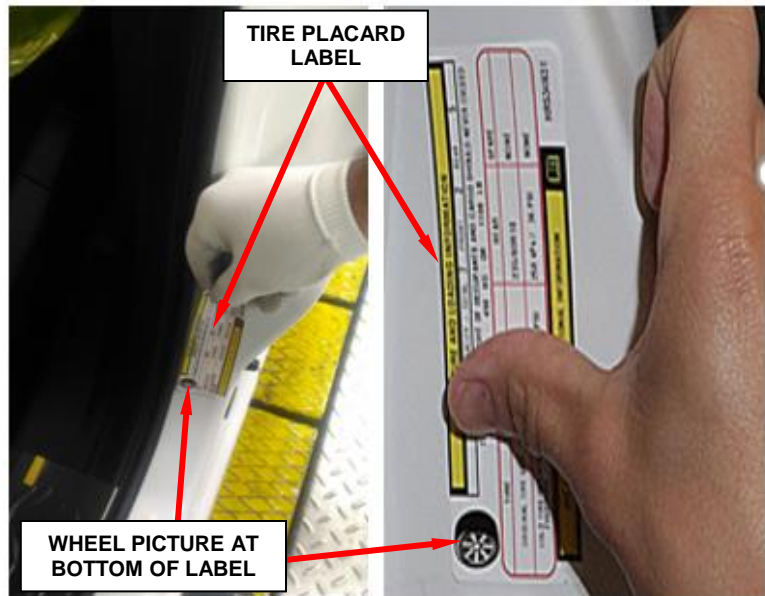


Figure 5 – Remove Tire Placard Label From Paper Backing

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



10. Close the driver side door.

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:

	Labor Operation Number	Time Allowance
Replace Tire Placard Label	23-T6-21-82	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 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.

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

T62/NHTSA 17V-601

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM / BusinessLink / 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 recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. 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 T62.

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 [2015 through 2017 model year RAM ProMaster City] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110 – Tire selection and rims and motor home/recreation vehicle trailer load carrying capacity information for motor vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less.

WHY DOES MY VEHICLE NEED REPAIRS?

The tire placard label on your vehicle ^[1] may have incorrect information including incorrect vehicle capacity weight, total number of occupants, tire pressure and/or “none” designation for spare tire when a full size spare tire is present. A driver may rely on the non-compliant tire placard label and potentially exceed the vehicle weight capacity and/or inflate the tires to an incorrect pressure. Driving a vehicle exceeding the vehicle weight capacity and/or incorrect tire pressure may result in diminished braking, vehicle handling and drivability capabilities and, in rare cases, may result in tire failure. **Diminished braking, vehicle handling and drivability capabilities and/or unexpected tire failure can cause vehicle crash without prior 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, RAM OR BUSINESSLINK 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 T62 - Tire Placard Label Label Replacement Instructions

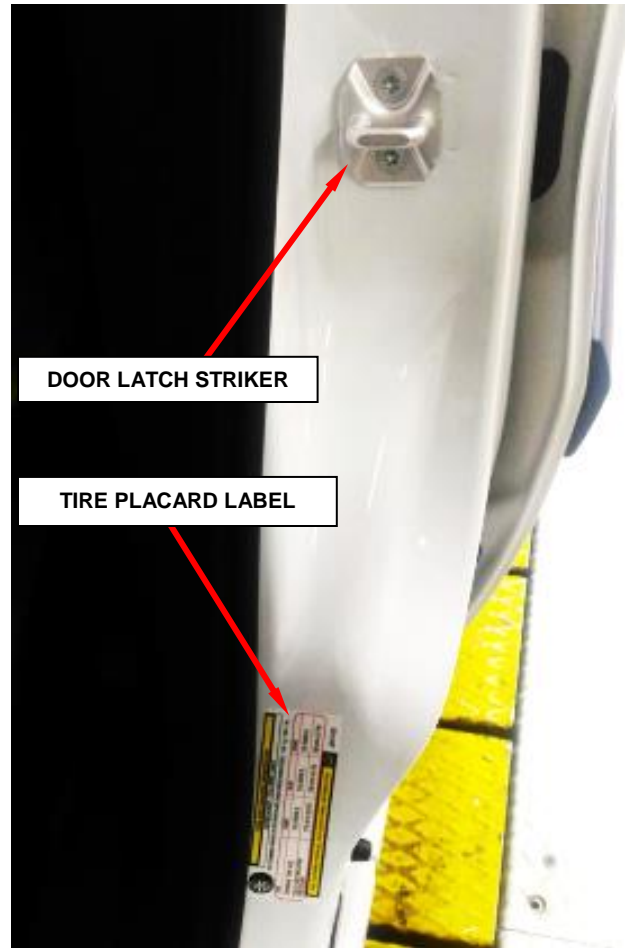
Required Items

- **Tire Placard Label** - included with this letter.
- **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 label application area.
- **Clean Cloth** - to clean the label application area.

Label Replacement Procedure

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

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



DOOR LATCH STRIKER

TIRE PLACARD LABEL

Figure 1 – Tire Placard Label Location

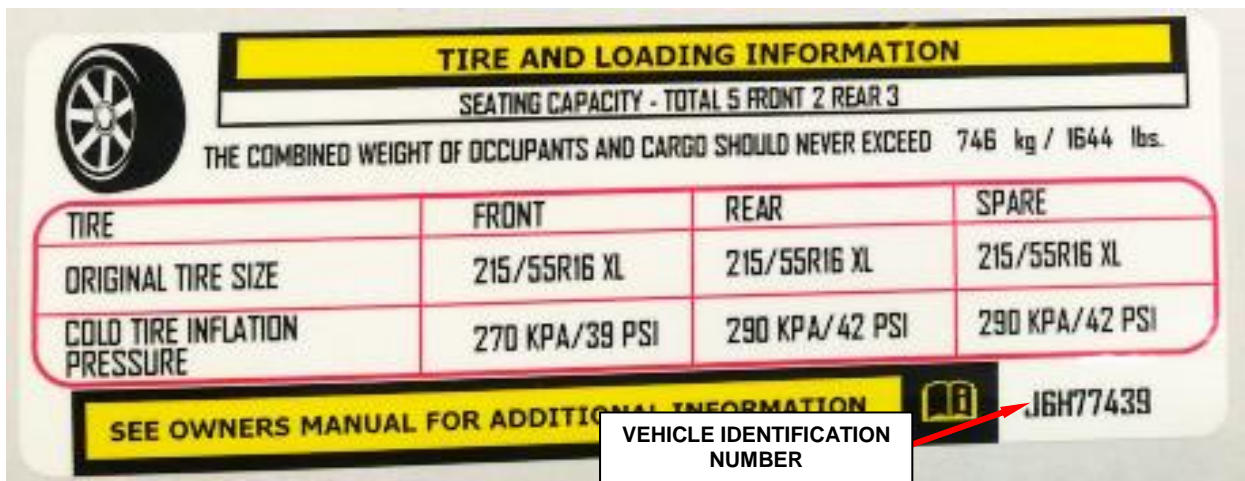


Figure 2 – Tire Placard Label

Label Replacement Procedure (Continued)

- Use a hair dryer to heat and soften the original 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).

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

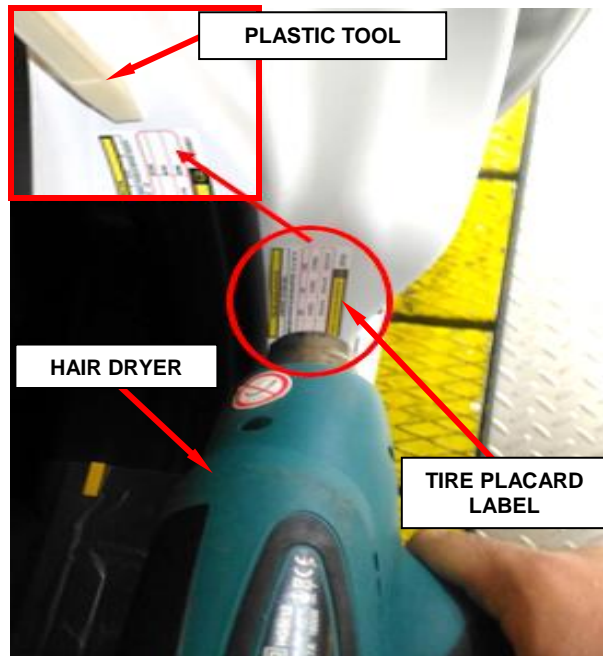


Figure 3 – Remove Tire Placard Label

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

- Using isopropyl alcohol and a clean cloth, remove all adhesive residue from the door jamb surface where the tire placard label was applied. Allow the alcohol to evaporate before applying the new tire placard label (Figure 4).

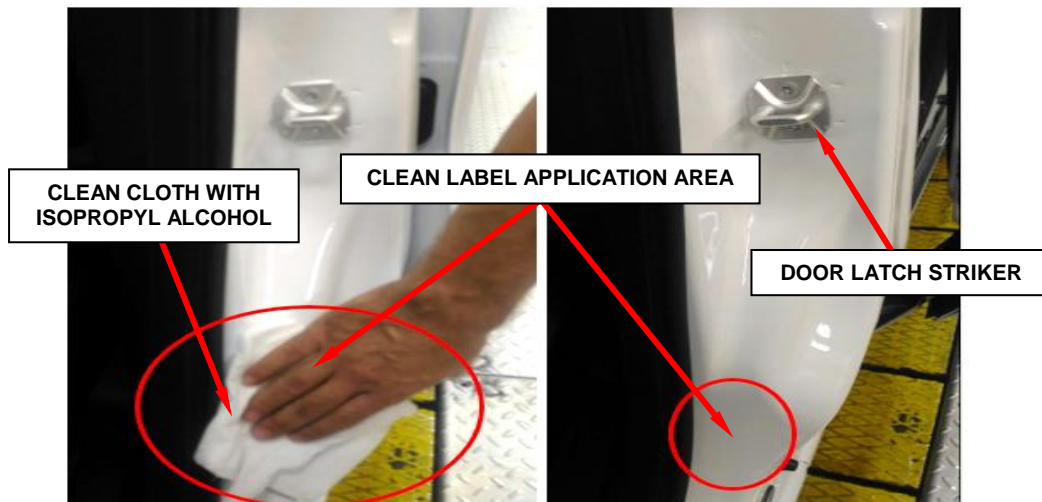


Figure 4 – Remove Tire Placard Label Adhesive Residue

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).

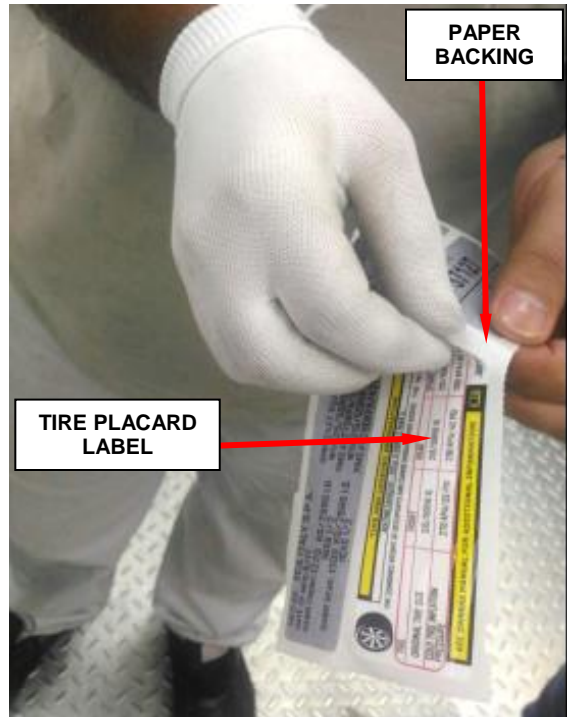


Figure 5 – Remove Tire Placard Label From Paper Backing

- 9. Apply finger pressure to the entire surface of the tire placard label with firm overlapping strokes removing all wrinkles and air bubbles.

- 10. Close the driver side door.

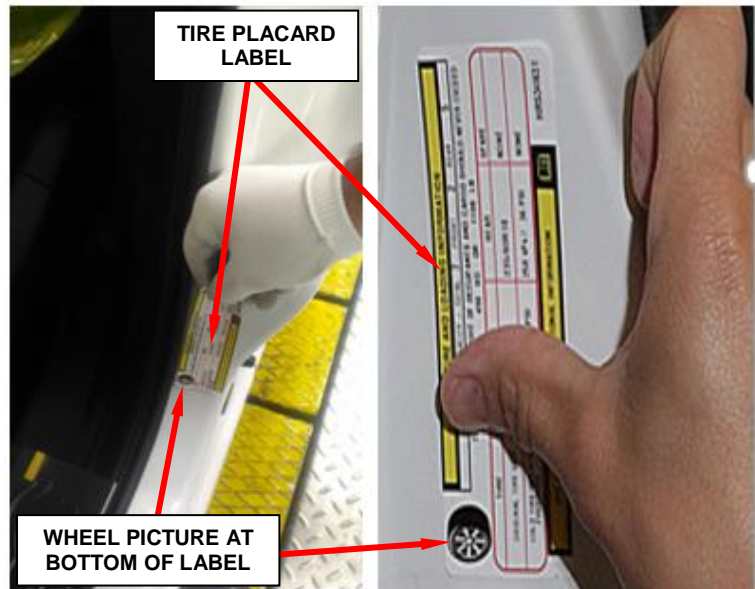


Figure 6 – Install Tire Placard Label