

U17 Tire Placard Labels for Promaster City - IMPORTANT UPDATE

By **Mopar** on Tuesday, March 20, 2018



U17 TIRE PLACARD LABELS ON PROMASTER CITY

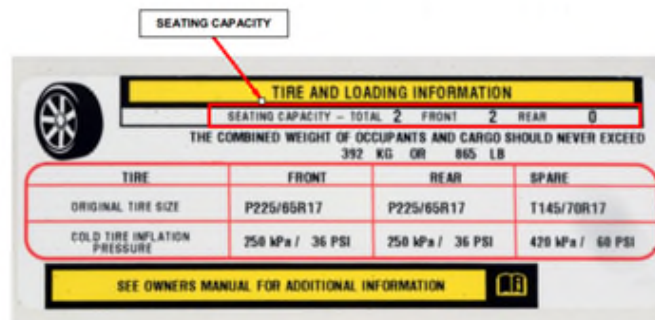
REMINDERS ON THE INSPECTION AND LABEL OVERLAY PROCESS

This communication is to provide clarification on the procedure to remedy 2018 Ram Promaster City vehicles impacted by the U17 safety recall. This recall addresses the possibility of an incorrect total seating capacity displayed on the Tire Placard.

U17 TIRE PLACARD INSPECTION PROCESS

The first step is to inspect the tire placard label. Vehicles under the U17 recall may show the seating capacity of the vehicle to be 5 when the vehicle can only seat 2.

If the tire placard label shows the correct seating capacity of 2, the tire placard is correct and the dealer can clear the recall by submitting a safety recall claim using the Labor Op of 23-U1-71-82. *No further action is required.*



U17 TIRE PLACARD OVERLAY ORDER PROCESS

If after inspection, the tire placard shows the incorrect seating capacity of 5, the tire placard is incorrect and must be corrected with a Tire Placard overlay ordered through DealerConnect.

Process Steps to Order a Tire Placard Overlay Label (label # U17-VM-TIRE):

1. Access the "DealerCONNECT" website.
2. Select the "Marketing" link in the header of DealerCONNECT.
3. Locate the "Product Information" section heading on the Marketing page.
4. Select the "Literature and Merchandising Materials" link in the product information section.
5. Locate the "MOPAR" section heading on the Literature and Merchandising Materials page.
6. Select the "Recall Labels / Cards" link listed in the MOPAR section.
7. Select Item > Update Cart > Submit Order.

There are three Shipping methods available with the estimated fulfillment times and cost (if applicable) listed below:

- **Consolidated Shipping /UPS Ground** (FREE)- Please allow 1-5 business days for processing and 1-5 business days for in transit shipping time.
- **UPS 2-day Shipping** (Dealer cost based on location) - received in 2 days if ordered before 2 p.m. EST.
- **UPS Next Day Air** (Dealer cost based on location) - received next day if ordered before 2 p.m. EST.

Reminder: Federal law requires you to complete this recall service on these vehicles before retail delivery.

FCA appreciates your continued support on this campaign!