
 Remedy available for
 2023 - 2024 (GG) Dodge® Hornet

 Remedy available for
 2023 - 2024 (GC) Alfa Romeo® Tonale

Template Version 1.0

Revision	Edition	Detail
0	March 2024	Initial Version.

SYMPTOM DESCRIPTION

About 36,093 of the above vehicles may have been built with a non-compliant tire placard that does not correctly define the maximum Vehicle Capacity Weight (VCW) value. Relying on an incorrect VCW value can result in vehicle overloading, which can cause a vehicle crash without prior warning.

FMVSS 571.110 (S4.3) - Placard, requires that "each vehicle shall show...(a) vehicle capacity weight expressed as "the combined weight of occupants and cargo should never exceed XXX kilograms or XXX pounds.""

SCOPE

NOTE: Some vehicles above may have been identified as not involved in this recall 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. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle.
 - Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
 - Dealers should also perform this recall on vehicles in for service.
- Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

Install an overlay label to the tire placard information.

ALTERNATE TRANSPORTATION

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

COMPLETION REPORTING / 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 numbers and time allowances:

Labor Description	Number	Hrs
Apply Overlay Label to the Tire Placard Label	23-28-B1-82	0.2

Labor Description	Number	Allowance
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 03/12/2024 and the remedy was made available on 03/23/2024, therefore, the number of days cannot exceed 11 days.

Vehicle	Average Daily Allowance
(GG) Dodge Hornet	██████
(GC) Alfa Romeo Tonale	██████

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SAFETY RECALL

NORTH AMERICA

Tire Placard



Reference: 28B / NHTSA 24V-175

FCA US LLC

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

PARTS INFORMATION

Labels will be sent to the owners in the owner letter and mailed to dealers based on unsold VINs. There are no part numbers for the labels. Replacement labels can be ordering via DealerConnect.

Process Steps to Order a Replacement Tire Placard Overlay Label:

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.
 - Select item number **28BUS13** for Plug-in Hybrid Electric Vehicle equipped with 1.3L Engine.
 - Select item number **28BUS20** for vehicle equipped with 2.0L Engine.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

No Special Tools are required to perform this service procedure.

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 / 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.

SERVICE PROCEDURE

A. Insert Title

1. Locate the Tire placard label on the vehicle driver side B-pillar (Figure 1).



Figure 1 – Locate Tire Placard Label Location

2. Obtain the **NEW** tire placard overlay label for the vehicle and verify the **NEW** overlay label is appropriate for the vehicle based on engine size the vehicle is equipped with (Figure 2).

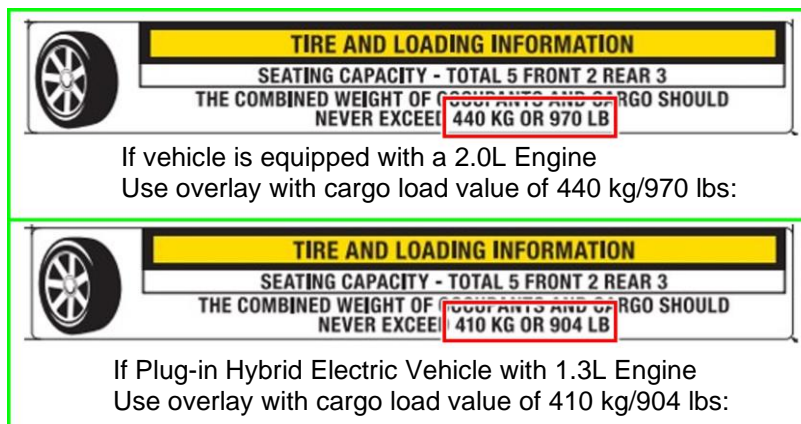


Figure 2 – Verify Overlay Label is Correct for Vehicle

3. Use isopropyl alcohol or window cleaner and a clean cloth to remove any wax, oil, dust, and debris from the existing tire placard label.
4. Allow the isopropyl alcohol or window cleaner to fully evaporate before applying the overlay label.
5. Apply appropriate overlay label to the tire placard label to correct the weight ratings in the original position, with the same text orientation (Figure 3).
6. Apply pressure to the entire surface of the tire placard overlay label with firm overlapping strokes removing all wrinkles and air bubbles. Using a tool such as a squeegee is allowed.

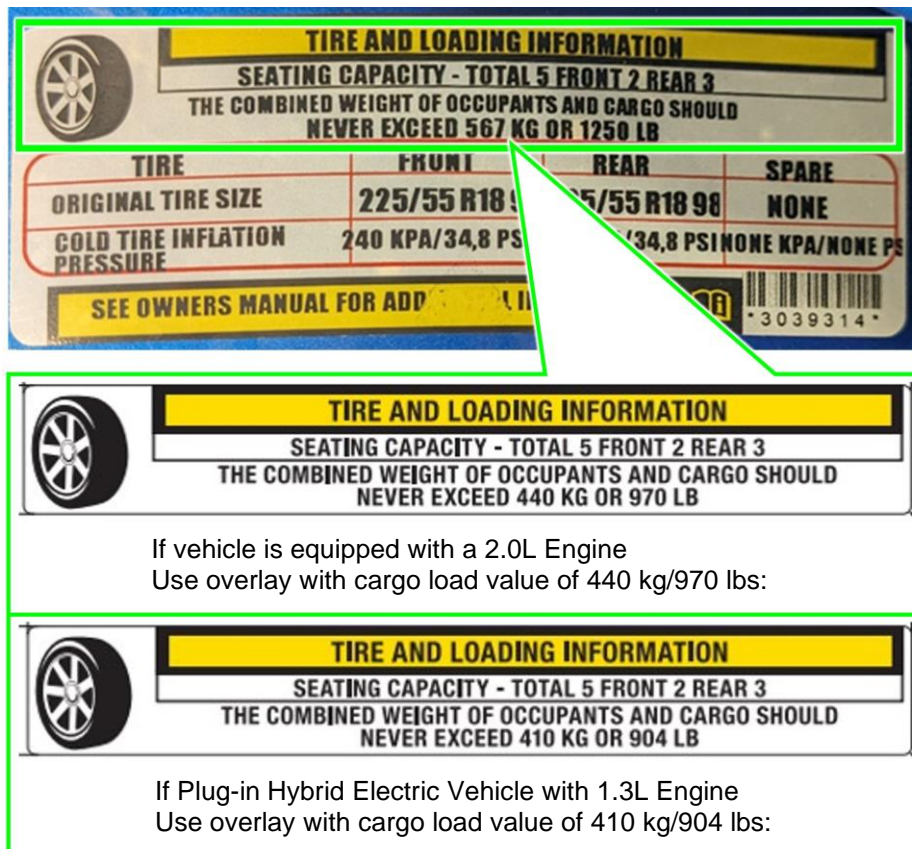


Figure 3 – Install Tire Placard Overlay Label

7. Return the vehicle to the customer or inventory.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

28B/NHTSA 24V-175

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 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 28B.

IMPORTANT SAFETY RECALL

Tire Placard

Dear [Name],

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

FCA US LLC has decided that certain [2023 and 2024 model year (GG) Dodge Hornet] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110 - Tire selection and rims.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle ^[1] may have been built with a non-compliant tire placard that does not correctly define the maximum Vehicle Capacity Weight (VCW) value. **Relying on an incorrect VCW value can result in vehicle overloading, which can cause a vehicle crash without prior warning.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.110 (S4.3) - Placard, requires that "each vehicle shall show...(a) vehicle capacity weight expressed as "the combined weight of occupants and cargo should never exceed XXX kilograms or XXX pounds.""

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

You may choose to apply the enclosed overlay label using the instruction as described on the enclosed instructions letter. Or if you prefer not to install the label yourself, simply contact your dealer to schedule a service appointment. FCA US LLC will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will apply the overlay label to the tire placard information. The estimated repair time is 20 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. **Please bring the enclosed overlay label and this letter with you to your dealership.**

**TO SCHEDULE YOUR FREE REPAIR,
CALL 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
FCA 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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

28B/NHTSA 24V-175

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**

Call your authorized Alfa Romeo dealership.

2. Call Alfa Romeo Premium Care at **1-866-932-3881**. 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 Alfa Romeo dealership, 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 28B.

IMPORTANT SAFETY RECALL

Tire Placard

Dear [Name],

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

FCA US LLC has decided that certain [2023 and 2024 model year (GC) Alfa Romeo Tonale] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110 - Tire selection and rims.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

Your vehicle ^[1] may have been built with a non-compliant tire placard that does not correctly define the maximum Vehicle Capacity Weight (VCW) value. **Relying on an incorrect VCW value can result in vehicle overloading, which can cause a vehicle crash without prior warning.**

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**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR ALFA ROMEO 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
FCA 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 Alfa Romeo Premium Care at 1-866-932-3881 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.

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

SAFETY RECALL 28B - TIRE PLACARD OWNER INSTRUCTIONS

INSTALL THE TIRE PLACARD OVERLAY LABEL BY FOLLOWING THE PROCEDURE BELOW:

1. Locate the Tire placard label on the vehicle driver side B-pillar (Figure 1).



Figure 1 – Locate Tire Placard Label Location

2. Obtain the **NEW** tire placard overlay label for the vehicle and verify the **NEW** overlay label is appropriate for the vehicle based on engine size the vehicle is equipped with (Figure 2).
 - If you believe you received an incorrect overlay label, please contact your dealer.

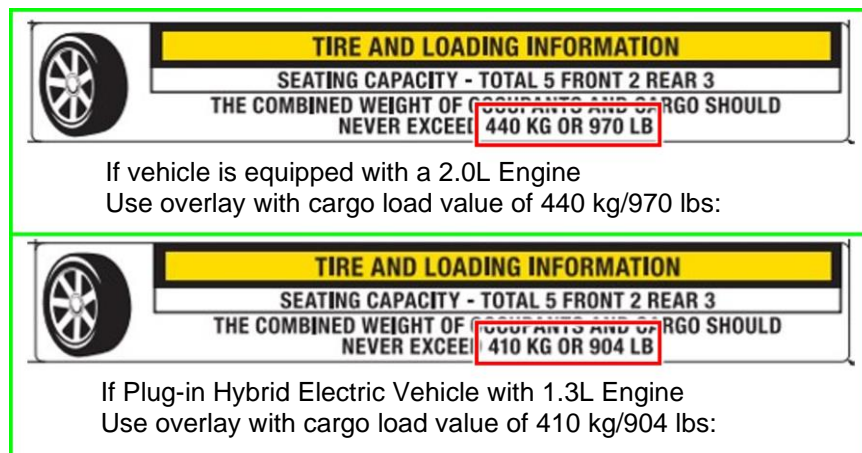


Figure 2 – Verify Overlay Label is Correct for Vehicle

3. Use isopropyl alcohol or window cleaner and a clean cloth to remove any wax, oil, dust, and debris from the existing tire placard label.
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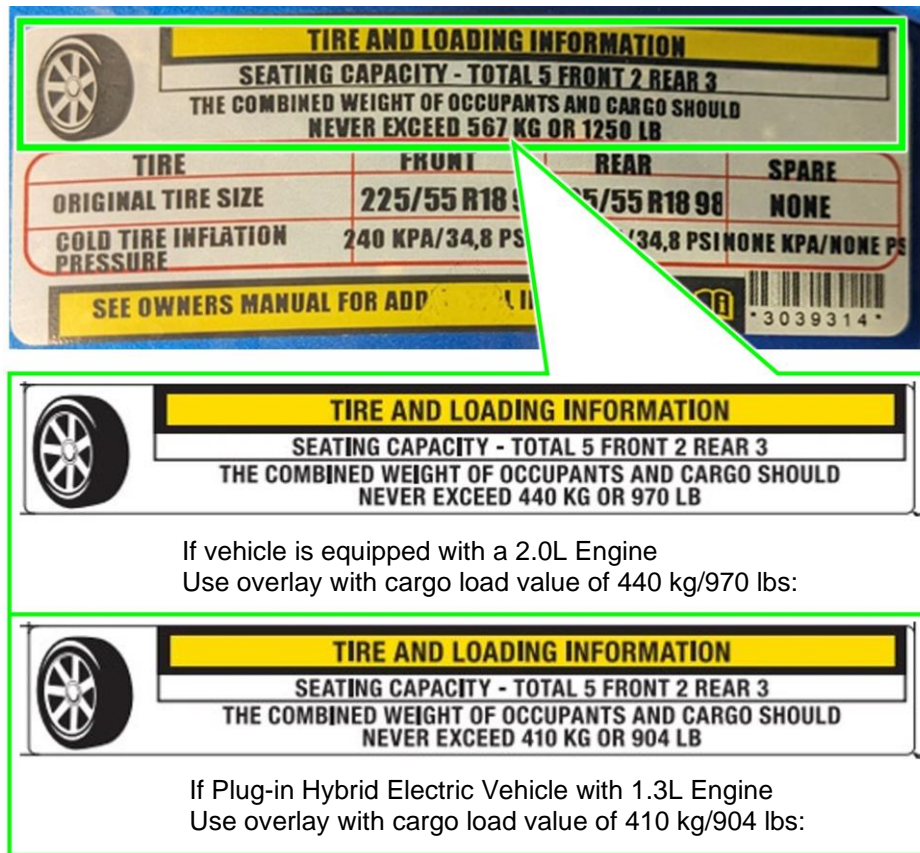


Figure 3 – Install Tire Placard Overlay Label