

SAFETY RECALL
NORTH AMERICA
Tire Certification Label



Reference: C3B / NHTSA 24V-857

FCA US LLC



Remedy available for

2023 (GU) Alfa Romeo Stelvio

Template Version 1.0

Revision	Edition	Detail
0	December 2024	Initial Version.

If Safety Recall 81B (NHTSA recall ID 24V-512) has not been completed for the vehicle, ensure that Safety Recall 81B manufacturer label portion is performed first, before completing Safety Recall C3B (NHTSA recall ID 24V-857).

SYMPTOM DESCRIPTION

About 204 of the above vehicles equipped with 255/40 R21 tires that were part of FCA US LLC recall ID - 81B (NHTSA recall ID 24V-512), may have been remedied with a tire label that has incorrect tire size designation. A driver may rely on the incorrect tire size designation when replacing tires, which can increase the risk of a crash.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) 571.110 S4.3(d) which requires "Tire size designation, indicated by the headings "size" or "original tire size" or "original size," and "spare tire" or "spare," for the tires installed at the time of the first purchase for purposes other than resale". Subject vehicles are equipped with a tire placard label that does not correctly define the tire size designation.

SCOPE

This recall applies only to the above vehicles equipped with 255/40 R21 tires.

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

Apply a NEW tire placard label on all vehicles.

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

ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

Strictly respect STELLANTIS Group safety, cleanliness, and environmental instructions for any vehicle service. Document exclusively reserved for dealer information. Internal distribution to be ensured by dealer. Reproduction forbidden without the written agreement of STELLANTIS Group. (C) 2024 STELLANTIS Group. All Rights Reserved (tdb)

SAFETY RECALL

NORTH AMERICA

Tire Certification Label



Reference: C3B / NHTSA 24V-857

FCA US LLC

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
Replace Tire Placard Label	23-C3-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 11/21/2024 and the remedy was made available on 12/13/2024, therefore, the number of days cannot exceed 22 days.

Vehicle	Average Daily Allowance
(GU) Alfa Romeo Stelvio	██████

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

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN and may NOT be used in coordination with any Alternate Transportation claims.

For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

PARTS INFORMATION

Labels will be sent to the owners in the owner letter.

For unsold VINs, the label part number for eStore ordering is C3BUS01.

Process Steps to Order Replacement Labels:

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.

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

Number	Description
NPN	Heat gun or equivalent
NPN	Plastic blade tool or trim stick

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 and provided their specific label(s) by first class mail. They are able to install the label(s) themselves or request to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

SAFETY RECALL

NORTH AMERICA

Tire Certification Label



Reference: C3B / NHTSA 24V-857

FCA US LLC

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.

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

1. Obtain the appropriate **NEW** tire placard label for the vehicle.

NOTE: Dealers will need to order labels for unsold VINs, refer to the Parts Information Section for label ordering information. Labels have also been sent to owners with their owner letter.

2. Verify the **NEW** label is correct for the vehicle (Figure 1).

EXAMPLE

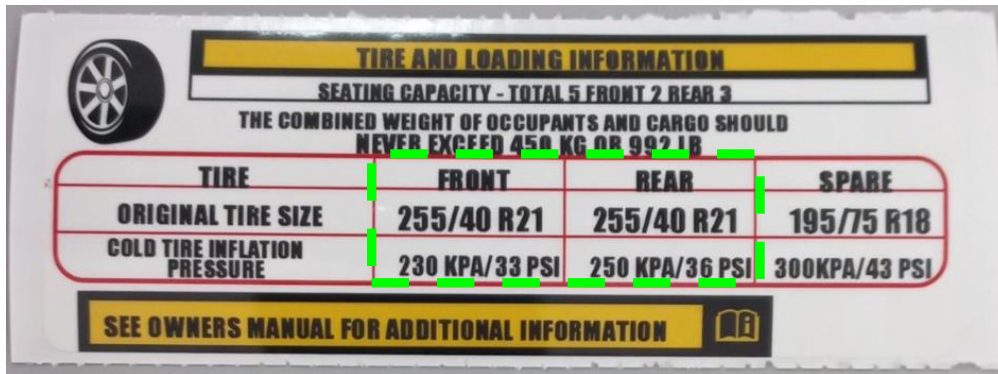


Figure 1 – Verify Label is Correct for Vehicle

3. Locate the Tire placard label on the vehicle driver side B-pillar (Figure 2).



Figure 2 – Tire Placard Label Location

SAFETY RECALL
NORTH AMERICA
Tire Certification Label



Reference: C3B / NHTSA 24V-857

FCA US LLC

4. Use a heat gun/hair dryer to soften the label adhesive.

CAUTION: The heat source must be positioned far enough away (8 to 12 inches) from the painted surface to avoid damage to the clear coat.

5. Use a thin plastic type tool (scraper or credit card or trim stick) to begin lifting a corner of the label.

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

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

7. Using isopropyl alcohol and a clean cloth, remove all adhesive residue from the surface where the label was applied. Allow the alcohol to evaporate before applying the new label.

8. Remove the **NEW** label from the paper backing.

9. Apply the NEW label to the driver side B-pillar surface, in the original position, with the same text orientation.

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

11. Return the vehicle to the customer or inventory.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

C3B/NHTSA 24V-857

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 C3B.

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 US LLC has decided that certain [2023 model year (GU) Alfa Romeo Stelvio] 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] equipped with 255/40 R21 tires that was part of FCA US LLC recall ID - 81B (NHTSA recall ID 24V-512), may have been remedied with a tire label that has incorrect tire size designation. **A driver may rely on the incorrect tire size designation when replacing tires, which can increase the risk of a crash.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) 571.110 S4.3(d) which requires "Tire size designation, indicated by the headings "size" or "original tire size" or "original size," and "spare tire" or "spare," for the tires installed at the time of the first purchase for purposes other than resale". Subject vehicles are equipped with a tire placard label that does not correctly define the tire size designation.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

You may choose to apply the enclosed label following the steps 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 a new tire placard label with corrected information. The estimated repair time is 30 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. Ask your dealer for alternate transportation options while your vehicle is in service. **Please bring the enclosed label and this letter with you to your dealership.**

**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
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 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.

[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 C3B - TIRE PLACARD LABEL

OWNER INSTRUCTIONS

INSTALL THE TIRE PLACARD LABEL BY FOLLOWING THE PROCEDURE BELOW:

NOTE: If Safety Recall 81B (NHTSA recall ID 24V-512) has not been completed for the vehicle, ensure that Safety Recall 81B manufacturer label portion is performed first, before completing Safety Recall C3B (NHTSA recall ID 24V-857).

1. A **NEW** tire placard overlay label is enclosed with this letter for your vehicle.
 - If you believe you received an incorrect label, please contact your dealer.
2. Open the driver door then locate the tire placard label on the vehicle driver side B-pillar (Figure 1).



Figure 1 – Tire Placard Label Location

3. Use a heat gun or hair dryer to soften the label adhesive.

CAUTION: The heat source must be positioned far enough away (8 to 12 inches) from the painted surface to avoid damage to the clear coat.

4. Use a thin plastic type tool (scraper or credit card or trim stick) to begin lifting a corner of the label.

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

5. Peel the label slowly at a 45-degree angle to remove the label.
6. Using isopropyl alcohol and a clean cloth, remove all adhesive residue from the surface where the label was applied. Allow the alcohol to evaporate before applying the new label.
7. Remove the **NEW** label from the paper backing.
8. Apply the NEW label to the driver side B-pillar surface, in the original position, with the same text orientation.
9. Apply pressure to the entire surface of the label with firm overlapping strokes removing all wrinkles and air bubbles. Using a tool such as a squeegee is allowed.