



June 2013

Dealer Service Instructions for:

Emissions Recall N24 -- VECI Label

Models

2009 (DS) Dodge Ram 1500 Truck

NOTE: This recall applies only to the above vehicles built at St. Louis or Warren Truck Assembly Plants ("J or S" in the 11th VIN position) equipped with a 5.7L engine ("T" in the 8th VIN position) and California Emissions Control System (sales code NAE).

IMPORTANT: 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 or GRS DealerCONNECT functions.

Subject

A non-applicable Vehicle Emission Control Information (VECI) label was inadvertently installed on about 7,500 of the above vehicles. The original VECI label incorrectly identifies the engine as having an Exhaust Gas Recirculation (EGR) valve.

Repair

A new VECI label must be installed over the vehicle's original VECI label.

Dealers are required to install the new label on all involved vehicles in dealer inventory.

New VECI labels are being mailed directly to all vehicle owners known to Chrysler 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

If an owner's label is lost or damaged, or if dealers require more labels for inventory vehicles, additional VECI labels, PN 52014908AC, may be ordered as needed.

Service Procedure

Apply the VECI label as follows:

1. Raise the hood
2. Locate the original VECI label on the underside of the hood (Figure 1).
3. Clean the surface of the original VECI label with alcohol / glass cleaner or equivalent and a soft cloth.
4. Remove the new VECI label from its paper backing.
5. Apply the new VECI label directly over the original VECI label.
6. Firmly press and smooth the label to ensure good adhesion.
7. Close the hood.

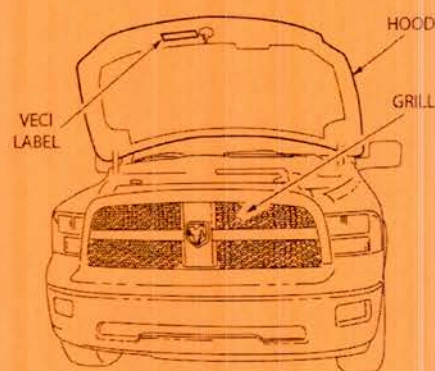


Figure 1

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 submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Install VECI label	25-N2-41-82	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 Chrysler are being notified of the service requirement by first class mail. They are requested to install the supplied VECI label over the original label on their vehicle. Any owner who prefers not to install the label is asked to schedule an appointment for the service with their dealer. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

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 Service / Field Operations
Chrysler Group LLC



EMISSIONS RECALL N24 -- VEHICLE EMISSION CONTROL INFORMATION LABEL

Dear: (Name)

Chrysler has determined that a non-applicable Vehicle Emission Control Information (VECI) label was inadvertently installed on some **2009 model year Dodge Ram 1500 trucks** equipped with a 5.7L engine.

The problem is... **The original VECI label on your truck (VIN: xxxxxxxxxxxxxxxxx) incorrectly identifies the engine as having an Exhaust Gas Recirculation valve.** This label provides important emissions related service information and is required under Federal and California regulations.

What you must do... **We ask that you apply the enclosed VECI label so that it covers the original label as described on the reverse side of this letter.**

If you prefer not to install the label yourself, simply contact your dealer to schedule a service appointment. Label installation will only take a few minutes. However, additional time may be necessary depending on service schedules. This service will be provided free of charge. **Please bring the enclosed VECI label and this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCC

We are sorry for any inconvenience, but the new label ensures that your vehicle meets all emission regulations. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC
Notification Code N24

VECI Label Installation Instructions

1. Raise the hood.
2. Locate the original VECI label on the underside of the hood (Figure 1).
3. Clean the surface of the original VECI label with alcohol / glass cleaner or equivalent and a soft cloth.
4. Remove the new VECI label from its paper backing.
5. Apply the new VECI label directly over the original VECI label.
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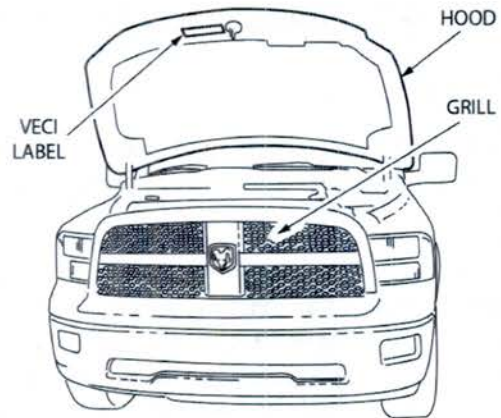


Figure 1