



NUMBER: 22-004-14

GROUP: Tires and wheels

DATE: October 01, 2014

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SUBJECT:

Tire Noise Or Vibration On Smooth Road Surface

OVERVIEW:

This bulletin provides information regarding inspecting the tire DOT range and mold numbers.

MODELS:

2015 (UF) 200

NOTE: This bulletin applies to vehicles built on or before June 6, 2014 (MDH 0606XX) equipped with 215/55R17 BSW All Season Tires (sales codes TMA).

DISCUSSION:

Customer may experience tire noise such as a thumping sound at speeds less than 45 mph (72 KPH) or vibration in the steering wheel, pedal, and floor pan while driving at highway speeds on smooth road surfaces.

1. Road test the vehicle on a smooth road to verify the customer's complaint.
2. Does the SYMPTOM/CONDITION exist while driving?
 - a. YES>>> Continue with [Step #3](#).
 - b. NO>>> This bulletin does not apply.
3. Inspect the Department of Transportation (DOT) date of manufacture range (1) ([Fig. 1](#)).
4. Inspect the tire mold identification number (2) that is located below the letters E and A of the GOODYEAR logo ([Fig. 1](#)).
5. Is the tire DOT range 0114 thru 2214 and mold identification number T362806 or T362809?
 - a. YES>>> Replace tires that have the identified DOT range and mold identification numbers and follow the MOPAR TireWorks Program Tire Warranty Process for reimbursement.
 - b. NO>>> This bulletin does not apply. Normal vibration diagnostic procedures need to be performed.
6. Road test the vehicle on a smooth road to verify the customer's complaint has been resolved.

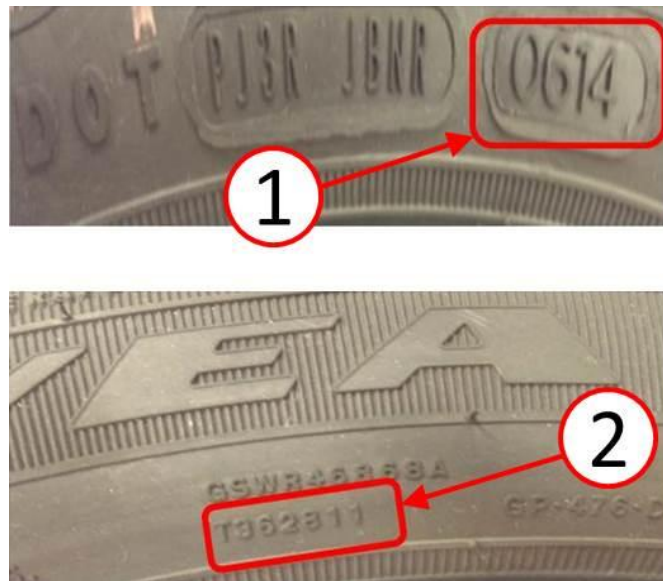


Fig. 1 Tire DOT and Mold Number Inspection

1 - DOT Date Of Manufacture Range

2 - Mold Identification Number

Follow the MOPAR TireWorks Program Tire Warranty Process for any tires that have the identified DOT range and mold identification numbers.

TIRE WARRANTY PROCESS:

FILE CLAIM:

- Log into **DealerCONNECT** and click on the **SERVICE** tab in the header row.
- Locate the **SERVICE ADVISOR SALES TOOLS** section.
- Under **TIREWORKS**, click on **Dynamic Retail Selling Guide**.
- Hover over the **Service Center** tab.
- Hover over **Manufacturers Warranty Hub**.
- Click on **Submit Tire Warranty** from the drop-down menu.
- Fill out the claim form in its entirety, and click on **Submit Claim**.

PAPERWORK AND TIRE PREPARATION:

- Print two copies of the claim.
- Keep one claim copy for your records.
- Place the other claim copy in an envelope, and attach it to the tire with clear packing tape.
- Write the claim number on the tire.
- Clearly circle the DOT and Mold numbers with a tire crayon.

SHIPPING:

- Promptly contact Mopar TireWorks Program Headquarters at 888.316.6727 to obtain a FedEx® Return Label.

NOTE: Tires must be returned within 90 days of the request, or the claim will be subject to cancellation.

REIMBURSEMENT:

- If the DOT and Mold numbers are correct, a credit is issued by Dealer Tire in the form of a paper check.
- Due to manufacturer processing times, reimbursements can take up to 90 days (from receipt of tire) to arrive at the dealership.
- Receive an additional \$7 handling reimbursement.

PLEASE CALL MOPAR TIREWORKS PROGRAM HEADQUARTERS AT 888.31.MOPAR (888.316.6727) WITH QUESTIONS OR FOR MORE INFORMATION.

POLICY:

Information Only.