



October 2017

Dealer Service Instructions for:

## **Customer Satisfaction Notification T12 – VECI Label**

### **Models**

- 2015 (DS) RAM 1500**
- 2015 (JC) Dodge Journey**
- 2015 (JK) Jeep® Wrangler**
- 2015 (KL) Jeep® Cherokee**
- 2015 (LA) Dodge Challenger**
- 2015 (LD) Dodge Charger**
- 2015 (LX) Chrysler 300**
- 2015 (MK) Jeep® Patriot and Compass**
- 2015 (PF) Dodge Dart**
- 2015 (RT) Chrysler Town & Country, Dodge Grand Caravan**
- 2015 (UF) Chrysler 200**
- 2015 (VF) RAM ProMaster**
- 2015 (WD) Dodge Durango**
- 2015 (WK) Jeep® Grand Cherokee**

**IMPORTANT:** Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

**Subject**

The Vehicle Emission Control Information (VECI) label on about 120,000 of the above vehicles may be missing emission control information.

The VECI label is often used during in-use Inspection and Maintenance (I/M) testing to verify proper emissions related components. Incorrect VECI label information could result in denial of vehicle registration for the vehicle in the state of California.

**Repair**

A new VECI label must be installed.

New VECI labels are being mailed directly to all vehicle owners known to FCA with the Owner Notification letter for this campaign. The owners are requested to install the label themselves or, if preferred, to arrange for dealer installation of the owner-supplied label without charge. **For lost labels ONLY**, use the information below to obtain the correct PN for the specific model with associated sales codes.

**Parts Information**

<u>Part Number</u>	<u>Model – Sales Code</u>
<b>47480112AA</b>	<b>MK (sales code ECN +NAS+DAV)</b>
<b>47480146AA</b>	<b>MK (sales code ECN + NAS + DD7)</b>
<b>47480097AA</b>	<b>MK (sales code ED3 +NAS + DA4)</b>
<b>47480142AA</b>	<b>MK (sales codes ED3 + NAS + DD7)</b>
<b>47480134AA</b>	<b>MK (sales code ED3 + NAS + DAW or DA4)</b>
<b>47480144AA</b>	<b>MK (sales code ED3 + NAS + DD7)</b>
<b>47480115AA</b>	<b>UF (sales code ERB + NAS+ XKN)</b>
<b>47480095AA</b>	<b>UF (sales code ERB + NAS -XKN)</b>

<b>Parts Information cont.</b>
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<u>Part Number</u>	<u>Model – Sales Code</u>
47480118AA	JCD (sales code ERB + NAS)
47480127AA	JCE (sales codes ERB + NAS)
47480156AA	JC (sales codes ED3 + NAS)
47480117AA	RT (sales codes ERB + NAS + XKN)
47480141AA	RT (sales codes ERB + NAS - XKN)
47480128AA	LA OR LD OR LX (sales codes ERB +NAS - XKN)
47480123AA	LA OR LD OR LX (sales codes EZH + NAS)
47480107AA	LD OR LX (sales code ESG + NAS), LA (sales codes ESG OR ESH + NAS)
47480132AA	LD OR LX (sales codes ERB + NAS + XKN)
47480109AA	LA (sales codes EZC + NAS)
47480104AA	DS (sales codes ERB + NAS + XKN)
47480116AA	DS (sales codes ERB + NAS - XKN)
47480306AA	DS (sales code EZH + NAS)
47480137AA	PF (sales codes ECK + NAS + XKN)
47480140AA	PF (sales codes ECK + NAS - XKN)
47480094AA	PF (sales codes ED6 + NAA)
47480098AB	KL (sales codes ED6 + (NAS=NAA-XKN) + DFH OR DF5)
47480143AA	KL (sales codes ED6 + NAS=NAA + DFJ OR DF6)
52014673AA	KL (sales codes EHB + NAS)
47480300AA	WD/WK (sales codes EZH + NAS)
47480103AA	WD/WK (sales codes ERB + NAS)
47480302AA	WK (sales codes ESG + NAS)

**Parts Information cont.**

**47480126AA JK**

**47480121AA VF (sales codes ERB + NAS - YF1)**

**Sales Code Definitions**

(ECN) 2.0L DOHC 16V Dual VVT Engine  
(NAS) 50 State Emissions  
(DAV) Continuously Variable Transaxle II  
(DD7) 5-Speed Manual T355 Transmission  
(ED3) 2.4L DOHC 16V Dual VVT Engine  
(DA4) 6- Speed Automatic Transmission  
(DAW) Cont. Var. w/Off-Rd Crawl Ratio Trans  
(ERB) 3.6L V6 24V VVT Engine  
(XKN) Flex Fuel Vehicle  
(EZH) 5.7L v8 HEMI MDS VVT Engine  
(ESG) 6.4L V8 SRT HEMI MDS Engine  
(ESH) 6.4L V8 SRT HEMI MDS Engine  
(EZC) 5.7L V8 HEMI VVT Engine  
(ERB) 3.6L V6 24V VVT Engine  
(XKN) Flex Fuel Vehicle  
(ECK) 2.0L I4 DOHC Engine  
(ED6) 2.5L I4 DOHC Engine  
(NAA) Federal Emissions  
(DFH) 9-Speed 948TE FWD/AWD Auto Trans  
(DF5) 9-Speed 9HP48 FWD/AWD Auto Trans  
(DFJ OR DF6) 9-Speed 9HP 48 4WD Auto Trans  
(EHB) 3.2L V6 24V VVT Engine

**Parts Return**

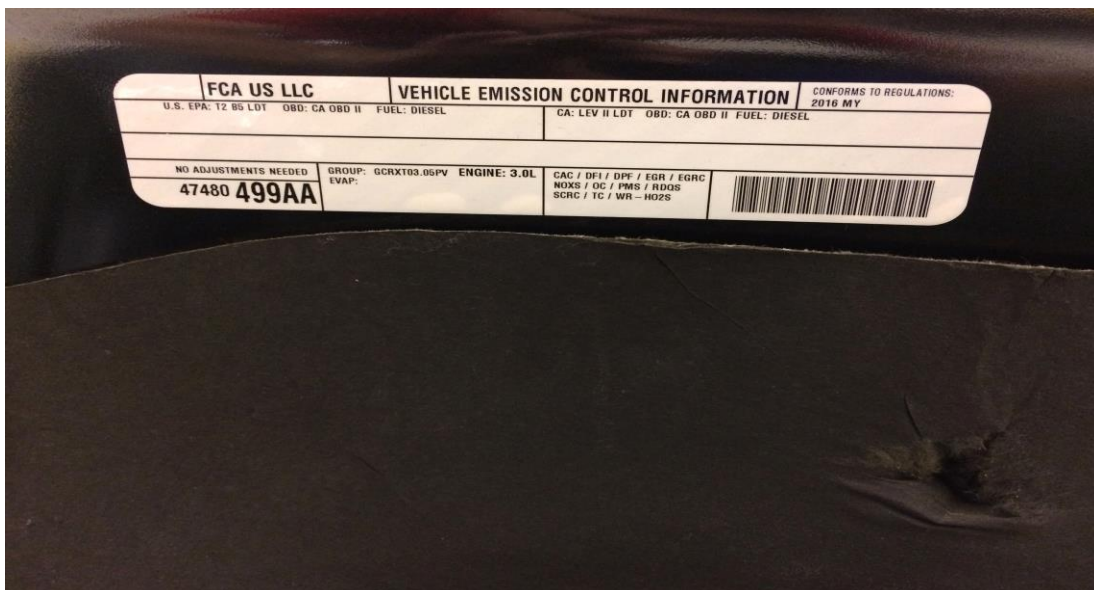
No parts return required for this campaign.

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure****Apply the VECI label by following the procedure below:**

1. Raise the hood and support with the prop rod if equipped.
2. Locate the original VECI label on the underside of the hood above the latch striker or near the radiator upper crossmember.
3. Clean the surface of the original VECI label with glass cleaner or equivalent and a soft cloth.
4. Remove the new VECI label from its paper backing.
5. Apply the new label directly over the original VECI label shown in (Figure 1).



**Figure 1 – Label**

### **Service Procedure (Continued)**

6. Firmly press and smooth the label to ensure good adhesion.
7. Lower the prop rod and secure the prop rod in its retainer then close the hood.
8. Return the vehicle to the customer.

### **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 paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Install VECI label	23-T1-21-82	0.0 hours
<b><u>Special Service Operation</u></b>		
Flat Fee for Installing VECI label	95237051	\$5.00

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

### **Dealer Notification**

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, and then click on the description of this notification.

**Owner Notification and Service Scheduling**

All involved vehicle owners known to FCA 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 campaign launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers should 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.

*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 notification 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  
FCA US LLC

## CUSTOMER SATISFACTION NOTIFICATION

T12

This notice applies to your vehicle. (XXXXXXXXXXXXXXXXXXXX)

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain 2015 model Year RAM 1500 Truck, Dodge Journey, Jeep® Wrangler, Jeep® Cherokee, Dodge Challenger, Dodge Charger, Chrysler 300, Jeep® Patriot and Compass, Dodge Dart, Chrysler Town and Country, Dodge Caravan, Chrysler 200, RAM ProMaster, Dodge Durango, and Jeep® Grand Cherokee vehicles equipped with California emissions.

***The problem is...***      **The Vehicle Emission Control Information (VECI) label on your vehicle may be missing emissions control information.** The VECI label is often used during in-use Inspection and Maintenance (I/M) testing to verify proper emissions related components. As a result, incorrect VECI label information could result in denial of vehicle registration in the state of California.

***What you should do...***      **We ask that you apply the enclosed VECI label so that it covers the original label as described on the enclosed instructions 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 the FCA Group Recall Assistance Center at either **fcarecalls.com** or 1-800-853-1403.

***California residents...***      The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to **fcarecalls.com**.

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 or you can mail 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.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

We apologize for any inconvenience this service may cause to your schedule. FCA is committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center. Thank you for being our customer.

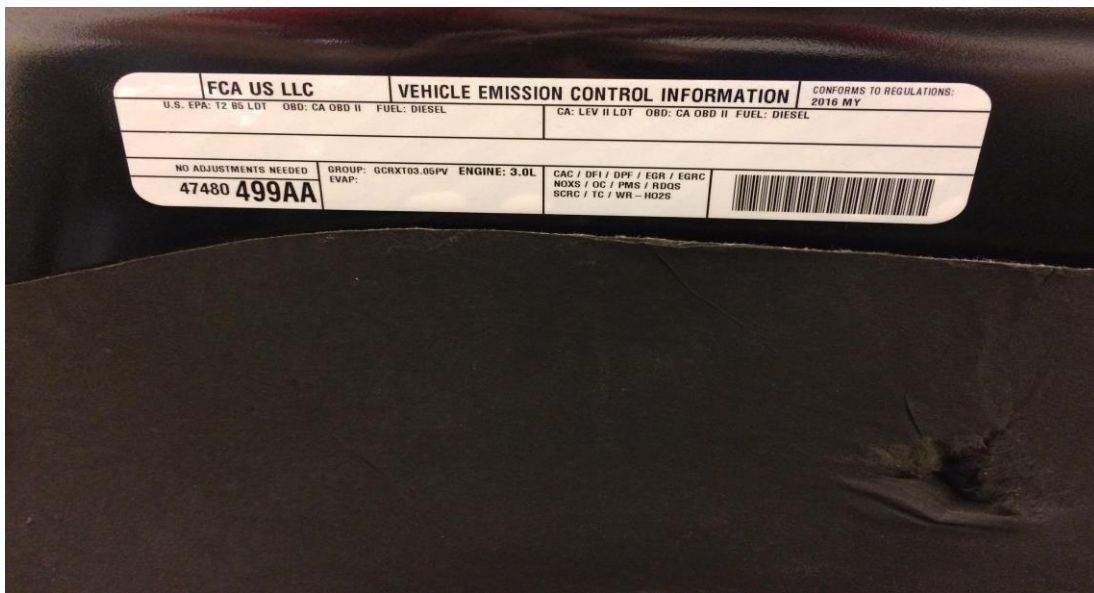
Sincerely,  
Customer Service / Field Operations  
FCA US LLC



# **T12 – Label Replacement Instructions**

**Apply the VECI label by following the procedure below:**

1. Raise the hood and support with the prop rod if equipped.
2. Locate the original VECI label on the underside of the hood above the latch striker or near the radiator upper crossmember.
3. Clean the surface of the original VECI label with glass cleaner or equivalent and a soft cloth.
4. Remove the new VECI label from its paper backing.
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**Figure 1 – Label**

6. Firmly press and smooth the label to ensure good adhesion.
7. Lower the prop rod and secure the prop rod in its retainer then close the hood.

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