



## STAR ONLINE PUBLICATION

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**Case Number:** S1821000006 REV A.

**Release Date:** 09/25/2020

**Symptom/Vehicle Issue:** Oversized Tire Calibration For Customized Jeep Wrangler, Gladiator, 2019 Ram Heavy Duty DJ, MVP Update Required, MVP Hotline

Mopar Vehicle Protection (MVP) is pleased to announce that the Mopar Custom Calibration is now available on 2019 Ram DJ, Jeep Wrangler and Gladiator.

The calibration is no longer needed on modifications to axle ratio or transfer case. Option codes CALAXLE and CALTC have been expired.

The Mopar Custom Calibration is required on all the above vehicles that have been customized with oversized tires (33"+). Customized vehicles with larger tire modifications must have their odometers and speedometers calibrated to be compliant with NHTSA odometer reading standards and for both to have accurate readings. The software update for the calibration will be charged to the customer via a Mopar Vehicle Protection service contract.

When a customer customizes their vehicle with the above modification or comes in to service a non-calibrated vehicle, the following process should be followed.

- Sell customers the appropriate MVP Option code(s) via VIN Driven or wiADVISOR based on measurements taken of the modifications (See pg 2 and 3 for tire sizes).
- Tire option must be chosen first to populate other options, physically measuring rolling distance, using GPS, etc.), if needed call MVP Application Hotline (800-541-4612) or should you have any questions, please contact your MVP Income Development Specialist.
- During the sales process, acknowledge the disclaimer pop up on VIN Driven or wiADVISOR and read to customer.
- MSRP is \$125, Dealer Cost is \$100. Charge will be visible within 30 days of purchase of an MVP Calibration Contract.
- Once the MVP options have been purchased a technician performs calibration/ reconfiguration using wiTech. (See pg 3).

PG 1

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**

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### For Technician Use:

#### TIRE SIZE SELECTION PROCESS:

1. Properly inflate tires to placard values.
2. **IMPORTANT:** Measure front left tire from top center of tire to ground, round to nearest 1/2". Do not assume side wall value is correct.
3. Use measured tire size and select from tire size chart.
4. Input measurements into the MVP contract and complete contract process.
5. Test drive vehicle for speedometer accuracy and adjust as necessary.
  - If speedometer reads slower than actual speed increase tire size by 1/2"
  - If speedometer reads faster than actual speed decrease tire size by 1/2"
6. If speedometer is not accurately reporting vehicle speed (can be tested by physically measuring rolling distance, using GPS, etc.), a call to the MVP Application Hotline (800-541-4612) is required. The contract must be cancelled so a new contract can be established with an updated tire size option selected.



PG 2

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•After the reconfiguration has been updated and the calibration verified, a claim is to be submitted for reimbursement. Labor Operation number 18-19-58-CC for .2 hours is to be used to claim.

## Mopar Vehicle Protection Custom Calibration Option Codes

Tire SizeMVP Option Code	Tire Size (actual)
CALTIREOEM	Original Tires
CALTIRE330	33
CALTIRE335	33.5
CALTIRE340	34
CALTIRE345	34.5
CALTIRE350	35
CALTIRE355	35.5
CALTIRE360	36
CALTIRE365	36.5
CALTIRE370	37
CALTIRE375	37.5
CALTIRE380	38
CALTIRE385	38.5
CALTIRE390	39
CALTIRE395	39.5
CALTIRE400	40
CALTIRE405	40.5
CALTIRE410	41
CALTIRE415	41.5
CALTIRE420	42

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