

CUSTOMER SATISFACTION NOTIFICATION


NORTH AMERICA

Incompatible Spare Tire



FCA US LLC

Reference: 28D

 2026 (RU) Chrysler Pacifica

Template Version 1.8

Revision	Edition	Detail
0	May 2026	Initial Version.

SYMPTOM DESCRIPTION

The spare tire and tire inflator kit on about 33 of the above vehicles was mistakenly installed during the manufacturing process. The tire is incompatible to the vehicle.

NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

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

REPAIR TO BE PERFORMED

Remove the spare tire, and tire inflator kit from the vehicle, drill ½" (12.7mm) into the side wall of the tire and dispose the spare tire and inflator kit, in accordance with your state rules and regulations. Apply *tire placard label over the existing label.

***NOTE: All involved customer were mailed the tire placard with the owner letter notification.**

- 1.) To order a replacement Tire Placard Label, please email the FCA Dealer Estore fcadealerestore@qualfon.com with "CSN 28D Tire Placard Replacement" in the Subject Line of your email.
- 2.) In the body of your email, request an Order for Part # CSN 28D TPL to be shipped to you along with your name, Dealership name, Dealer Code, address, city, state and zip code along with the VIN(s) for the vehicles requiring this label.
- 3.) Once your VIN(s) are validated as part of this CSN 28D, your label(s) will be shipped in 1-3 business days and will arrive to your Dealership within 1-7 days after shipping.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Remove spare tire, inflator, drill hole into tire, dispose and apply tire placard	22-28-D1-82	0.3hrs
Provide customer refund for the option \$395 (MAX)	95959595	

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

PARTS INFORMATION

No parts required for this campaign.

PARTS RETURN

Remove the spare tire, and tire inflator kit from the vehicle, drill ½" (12.7mm) into the side wall of the tire and dispose the spare tire and inflator kit, in accordance with your state rules and regulations.

SPECIAL TOOLS

No special tools required to perform this service procedure.

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 FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

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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 campaign 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

Reference: 28D

Service Procedure

1. Open rear tail gate.
2. Remove the access cover on the left side (Figure 1).



Figure 1 – Trim Cover

3. Unlatch the Portable Air Compressor or Tire Service Kit if equipped. Unscrew the wing nut that is holding the Inflatable Spare Tire and gently remove it from the storage area.

NOTE: Depending on the trim level of the vehicle, the options for spare tire equipment may vary.

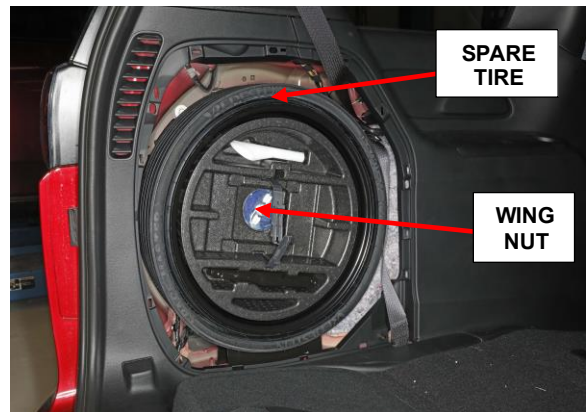


Figure 2 – Spare Tire Contents

4. Remove the foam insert (Figure 2).
5. Remove spare tire (Figure 2).

Reference: 28D

Service Procedure [Continued]

6. Reinstall the foam insert and screw the wing nut onto the threaded rod and secure tightly (Figure 3).
7. Reinstall the trim cover (Figure 1).



Figure 3 – Foam Insert Installed

8. Drill ½” (12.7mm) hole in the side wall of tire (Figure 4).
9. Dispose the spare tire and tire inflator kit.



Figure 4 – Drill Location

10. Open driver door, locate tire placard on the inside of driver's side door opening (Figure 5).
11. Remove **NEW** tire placard sticker backing, align and place directly over the old tire placard (Figure 5).
12. Return the vehicle to the customer.



Figure 5 – Tire Placard Location

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

28D

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM / Dealership

2. Call the FCA Recall Assistance

Center at **1-800-853-1403**. 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 nearest dealer, 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.

DEALERSHIP INSTRUCTIONS

Please reference CSN 28D.

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Incompatible Spare Tire

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 ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2026 Model Year (RU) Chrysler Pacifica] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The spare tire and the tire inflator kit that was provided with your vehicle was mistakenly installed and is incompatible for your vehicle and will not fit. Your vehicle is equipped with run-flat tires which provide temporary mobility after a puncture or loss of air pressure, allowing you to reach a safe location or repair facility without having to stop immediately on the roadside.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will remove the spare tire and inflator kit and provide you with a refund. The estimated repair time is about 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter and the provided label with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM 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. ^[2] 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 repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA 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 the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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.