



March 2018

Dealer Service Instructions for:

## **Safety Recall U17/ NHTSA 18V-129 Tire Placard Label**

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### **Models**

**2018 (VM) RAM ProMaster City**

*NOTE: This recall applies only to the above vehicles built as a cargo van without a second row seat from June 12, 2017 through December 18, 2017 (MDH 061200 through 121800).*

**IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery.** Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The tire placard label on about 3,400 of the above vehicles may indicate an incorrect total number seating capacity of five (5) rather than two (2) occupants. While the number of occupants is incorrect, the combined weight is correctly stated on the label. However, the incorrect tire placard label may, cause customer confusion potentially leading to vehicle overloading resulting in a failed tire, which could cause a vehicle crash without prior warning.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 110.S4.3 which requires a placard permanently affixed to the vehicle that includes “(a) Vehicle capacity weight expressed as ‘The combined weight of occupants and cargo should never exceed XXX kilograms or XXX pounds’; (b) Designated seated capacity (expressed in terms of total number of occupants and number of occupants for each front and rear seat location)”.

**Repair**

The tire placard label must be inspected for proper seating capacity values and if necessary, a tire placard overlay label with the correct values for seating capacity must be ordered and installed.

Tire placard overlay labels with correct values for seating capacity are being mailed directly to all vehicle owners known to FCA. The owner notification letter requests that the vehicle owner install the overlay label themselves or if preferred, to schedule a service appointment for their dealer to install the overlay label.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>U17-VM-TIRE</b>	<b>Label, Overlay, Tire Placard</b>

**Each dealer** must inspect the tire placard label for proper seating capacity values and if necessary, a tire placard overlay label with correct seating capacity values may be ordered as needed.

**Process Steps to Order a Tire Placard Overlay Label:**

1. Access the “**DealerCONNECT**” website.
2. Select the “**Marketing**” link in the header of DealerCONNECT.
3. Locate the “**Product Information**” section heading on the Marketing page.
4. Select the “**Literature and Merchandising Materials**” link in the product information section.
5. Locate the “**MOPAR**” section heading on the Literature and Merchandising Materials page.
6. Select the “**Recall Labels / Cards**” link listed in the MOPAR section.
7. **Select Item > Update Cart > Submit Order.**

**Parts Return**

No parts return required for this campaign.

**Required Items**

**The following items are required only if an overlay label must be installed:**

- **Tire Placard Overlay Label**
- **Isopropyl Alcohol or Glass Cleaner** - to clean the label application area.
- **Clean Soft Cloth** - to clean the label application area.

**Service Procedure**

1. Open the driver’s door and locate the tire placard label on the driver’s side “B” pillar below the door latch striker as shown in (Figure 1).
2. Inspect the “Seating Capacity” section of the label to determine the seating capacity stated on the label (Figure 2):
  - TOTAL 2 FRONT 2 REAR 0  
**The label is accurate.** Tire placard seating capacity overlay label is not required. Claim the LOP for inspection to complete the recall.
  - TOTAL 5 FRONT 2 REAR 3  
**The label is incorrect.** A tire placard seating capacity overlay label must be installed. Continue with **Step 3**.

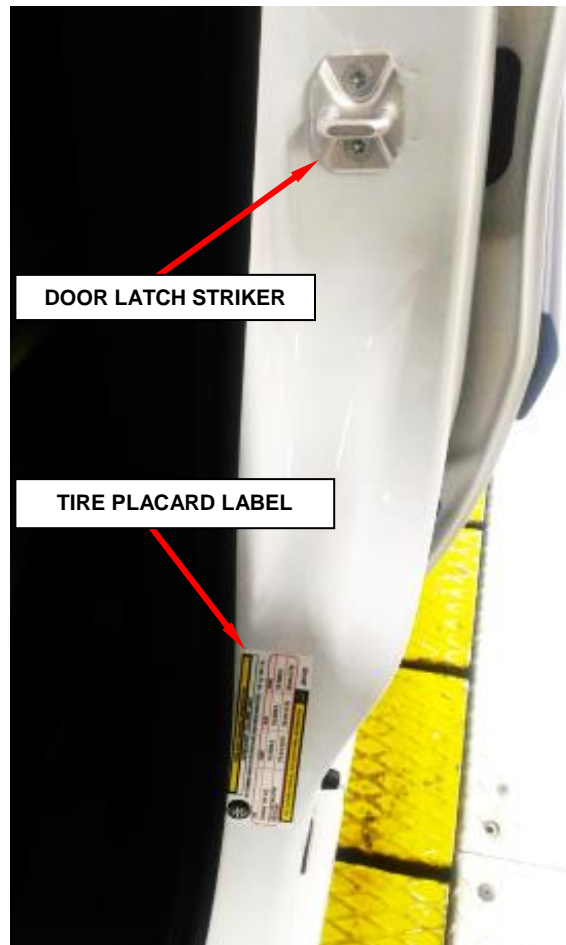


Figure 1 – Driver’s Side “B” Pillar

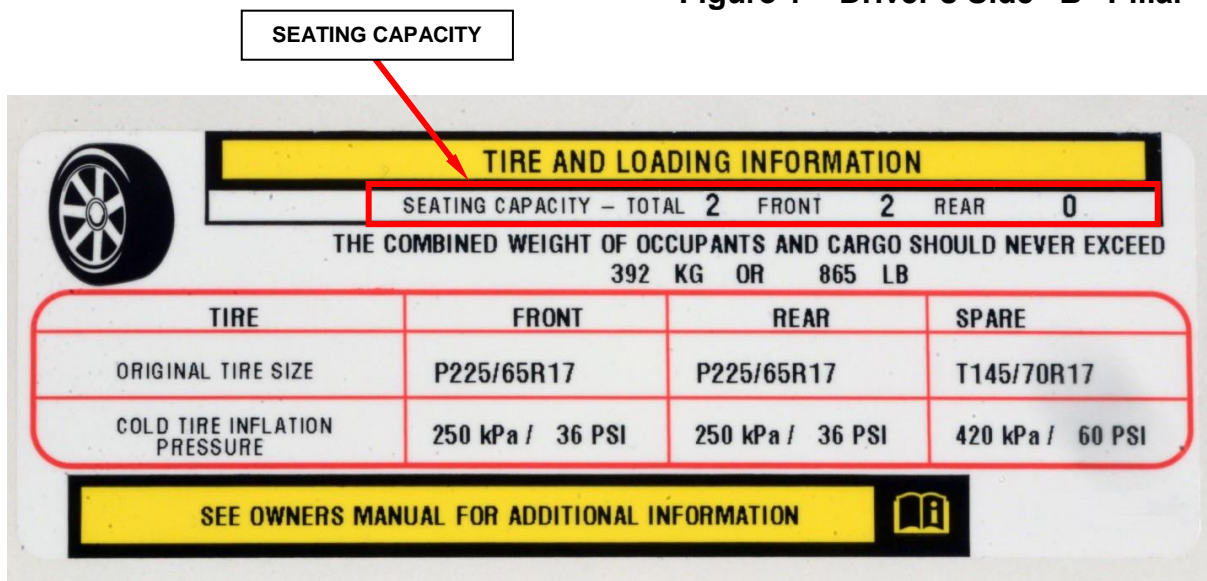


Figure 2 – Tire Placard Label – Seating Capacity

**Service Procedure (Continued)**

- Clean the existing tire placard label with isopropyl alcohol or glass cleaner and a soft cloth to remove any dirt, oil residue or grease (Figure 3).
- Remove the overlay label from its paper backing and carefully install it over the upper portion "Seating Section" of the tire placard label (Figure 4). Firmly press and smooth the overlay label to the surface of the existing tire placard label to ensure good adhesion.



Figure 3 – Clean Existing Label

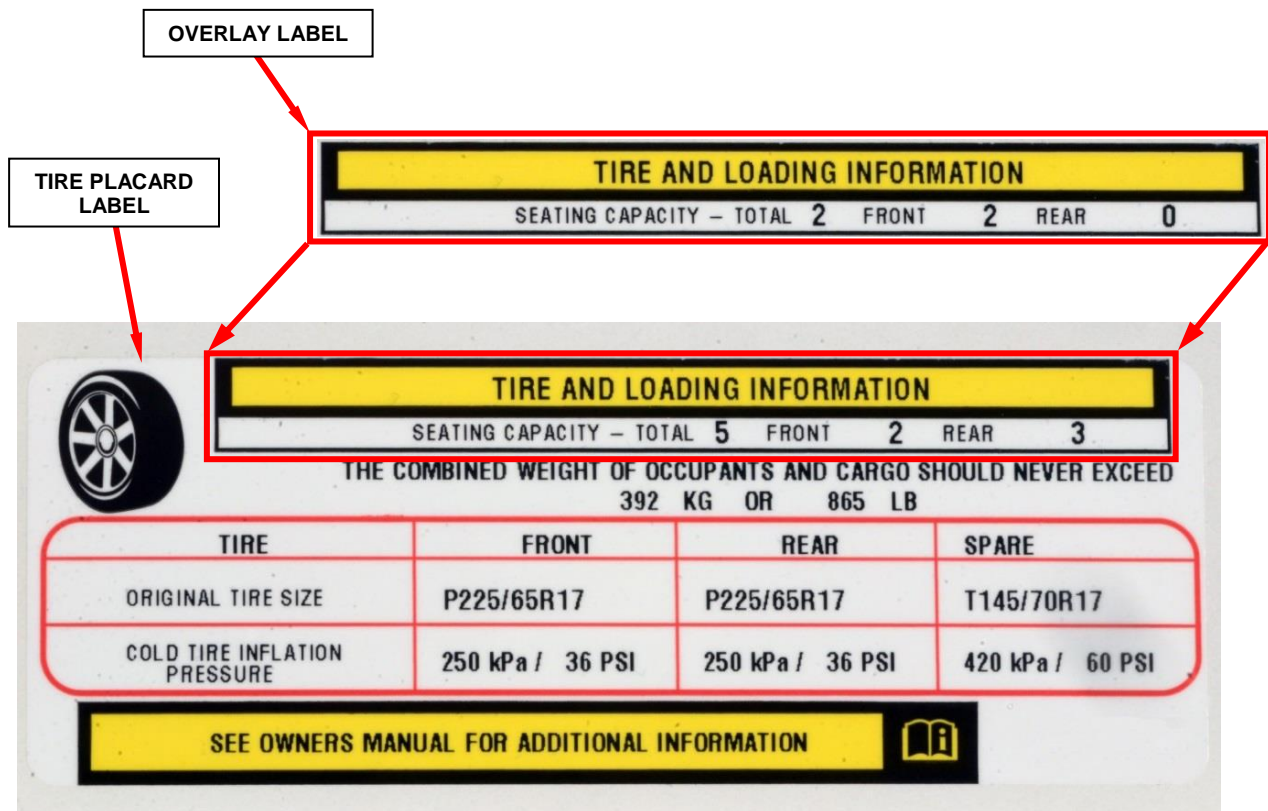


Figure 4 - Tire Placard Label and Overlay Label

**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 recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect Seating Capacity and if Necessary Install a Tire Placard Label Overlay	23-U1-71-82	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 FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

**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.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*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 Services / Field Operations  
FCA US LLC

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U17/NHTSA 18V-129

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

**1. RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM / BusinessLink / 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. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U17.

# IMPORTANT SAFETY RECALL

## Tire Placard Label

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that certain [2018 Model Year Ram ProMaster City] vehicles equipped as a cargo van without a second row seat fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110.S4.3 which requires a placard permanently affixed to the vehicle that includes “(a) Vehicle capacity weight expressed as ‘The combined weight of occupants and cargo should never exceed XXX kilograms or XXX pounds’; (b) Designated seated capacity (expressed in terms of total number of occupants and number of occupants for each front and rear seat location)”.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The tire placard label on your vehicle <sup>[1]</sup> may indicate an incorrect total number seating capacity of five (5) rather than two (2) occupants. While the number of occupants is incorrect, the combined weight is correctly stated on the label. **However, the incorrect tire placard label may, cause customer confusion potentially leading to vehicle overloading resulting in a failed tire, which could cause a vehicle crash without prior warning.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

We ask that you apply the enclosed tire placard overlay label with the correct values for seating capacity by following the tire placard overlay label installation instructions included with this letter.

If you prefer not to install the overlay label yourself, simply contact your dealer to schedule a service appointment. FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, you must bring the tire placard overlay label with you to the dealer and your dealer will install the tire placard overlay label for you. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403 OR 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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 recall repair performed.

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

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles 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] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] 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.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

# Safety Recall U17- Tire Placard Label Overlay Label Installation Instructions

## Required Items

- **Tire Placard Overlay Label** - included with this letter.
- **Isopropyl Alcohol or Glass Cleaner** - to clean the label application area.
- **Clean Soft Cloth** - to clean the label application area.

## Overlay Label Installation Procedure

1. Open the driver's side front door and locate the tire placard label on the driver's side "B" pillar below the door latch striker as shown in (Figures 1 and 2).



Figure 1 – Driver's Side "B" Pillar

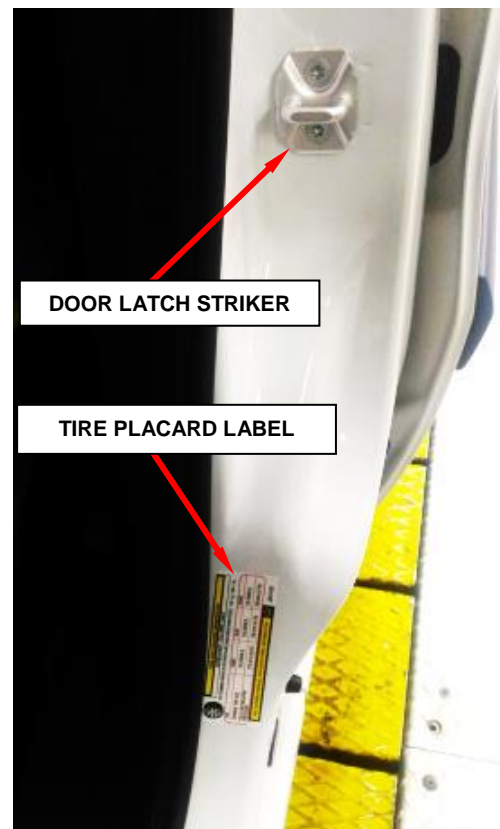


Figure 2 – Driver's Side "B" Pillar

**Overlay Label Installation Procedure (Continued)**

3. Clean the existing tire placard label using isopropyl alcohol or glass cleaner and a soft cloth to remove any dirt, oil residue or grease (Figure 3).



4. Remove the overlay label from its paper backing and carefully install it over the upper portion “Seating Section” of the tire placard label (Figure 4). Firmly press and smooth the overlay label to the surface of the existing tire placard label to ensure good adhesion.

Figure 3 – Clean Existing Label

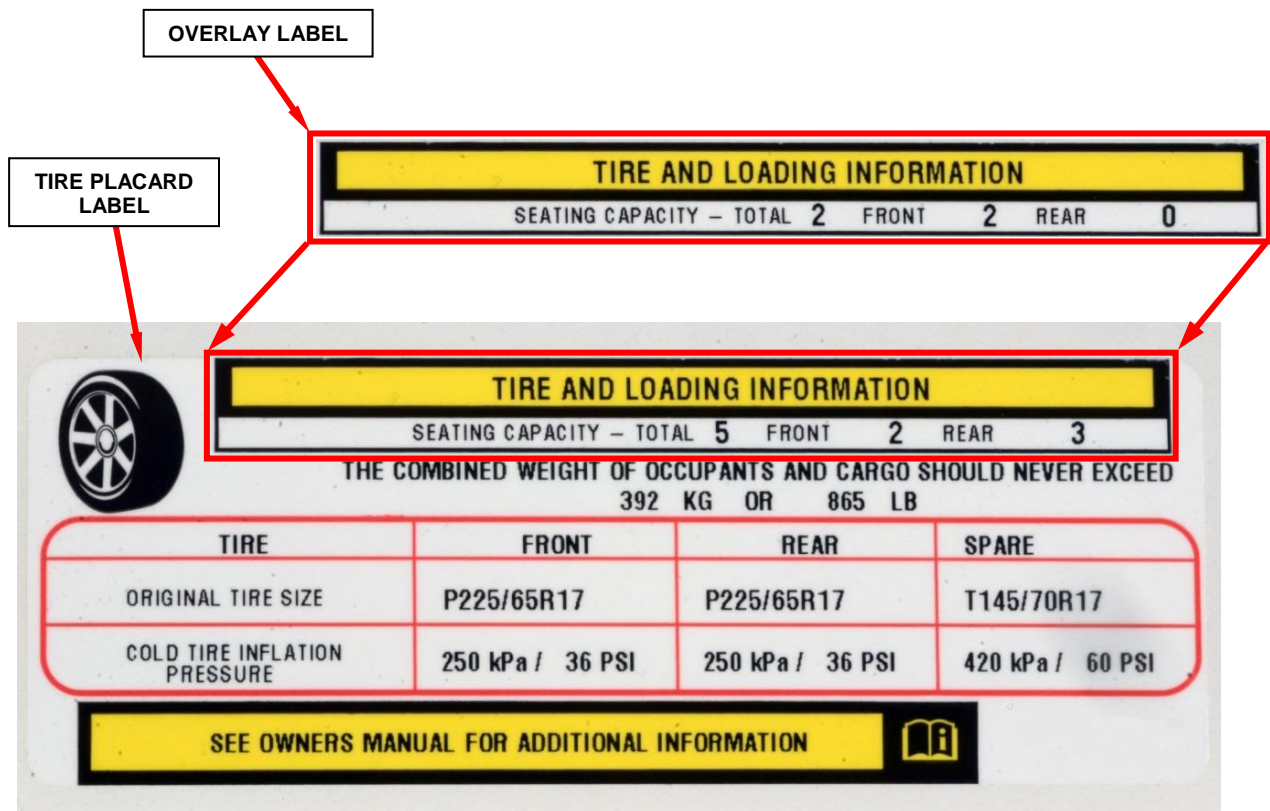


Figure 4 - Tire Placard Label and Overlay Label