



May 10, 2012

Ms. Nancy L. Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.W.
Washington, D.C. 20590

Dear Ms. Lewis:

Reference: NHTSA Identification Number 12V-192

Enclosed are representative copies of communications relating to the 2012 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers during the week of May 14, 2012 and to begin owner notification during the week of May 21, 2012. The exact number of manufactured vehicles in the recall is 129.

This completes Chrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,

A handwritten signature in black ink, appearing to read "David D. Dillon".

David D. Dillon
Vehicle Compliance and Safety Affairs

Enclosure: Dealer and Owner Letter for Recall M14

cc: F. Borris



May 2012

Dealer Service Instructions for:

Safety Recall M14 / NHTSA 12V-192 Spare Tire/Wheel

Models

2012 (DS) Ram Truck

NOTE: This recall applies only to the above vehicles built from January 05, 2012 through January 06, 2012 (MDH 010517 through 010605).

IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.

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 spare tire on about 125 of the above vehicles may not match the tire placard information. Federal Motor Vehicle Safety Standard (FMVSS) 110 - Tire Selection and Rims (vehicles less than 10,000 lbs.) requires manufacturers to list tire information, including spare tire size, on the tire placard.

Repair

The spare tire size must be inspected and replaced if required.

Vehicles found with a 20 inch tire/wheel combination spare tire must also have the wheel replaced.

Parts Information

To order any of the spare tires listed below call Mopar Tire Works at 888-316-6727. Have your dealer code and part number available when ordering.

<u>Part Number</u>	<u>Description</u>
Y748535189	17 inch Tire (vehicle with sales codes TBB and TXN)
Y183106436	17 inch Tire (vehicle with sales codes TBB and TTM)
Y769268253	17 inch Tire (vehicle with sales code TBS)

<u>Part Number</u>	<u>Description</u>
02073355	Stem, Wheel Valve
52110457AB	17 inch Wheel

NOTE: A very small number of vehicles may have been equipped with a 20 inch spare tire/wheel combination. Inspect the size of the original spare tire and wheel. If the vehicle is equipped with a 20 inch spare tire, a new 17 inch steel wheel must be ordered through Mopar Parts Division.

Vehicles equipped with a 17 inch spare tire/wheel combination do not require a new wheel. The original 17 inch steel wheel can be reused. Mount the new 17 inch tire to the original 17 inch wheel.

Special Tools

The following special tools may be required to perform this repair:

- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure**A. Inspect Spare Tire Size**

1. Obtain the truck sales codes using the following procedure:
 - a. Enter into the DealerCONNECT network.
 - b. Select the “**Service**” Tab.
 - c. Under “**Vehicle Information Plus**” (VIP) select “**Single VIN Inquiry**”.
 - d. Enter VIN and mileage in appropriate locations on the screen.
 - e. Select the blue “**Options**” Tab and determine the sales codes from the list.

NOTE: Disregard the “S” at the end of all the standard sales codes listed in VIP.

2. Using a mechanics creeper, slide under the rear of the truck and record the spare tire size located on the sidewall of the spare tire.
3. Determine if the truck has the correct spare tire size using the information below:

- **Trucks with sales codes TBB and TXN** should have a **LT265/70 R17** size spare tire. If the spare tire is a LT 265/70 R17, no further action is required. Return the vehicle to the customer.

If the spare tire is any other size than a LT265/70 R17, order a new tire. If the spare tire has a 20 inch wheel also order a new 17 inch wheel. Continue with **Section B. Replace Spare Tire**.

- **Trucks with sales codes TBB and TTM** should have a **P265/70 R17** size spare tire. If the spare tire is a P265/70 R17, no further action is required. Return the vehicle to the customer.

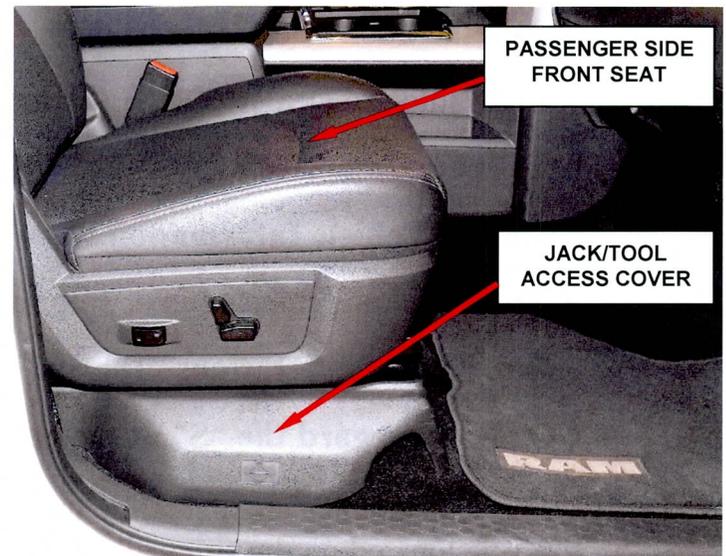
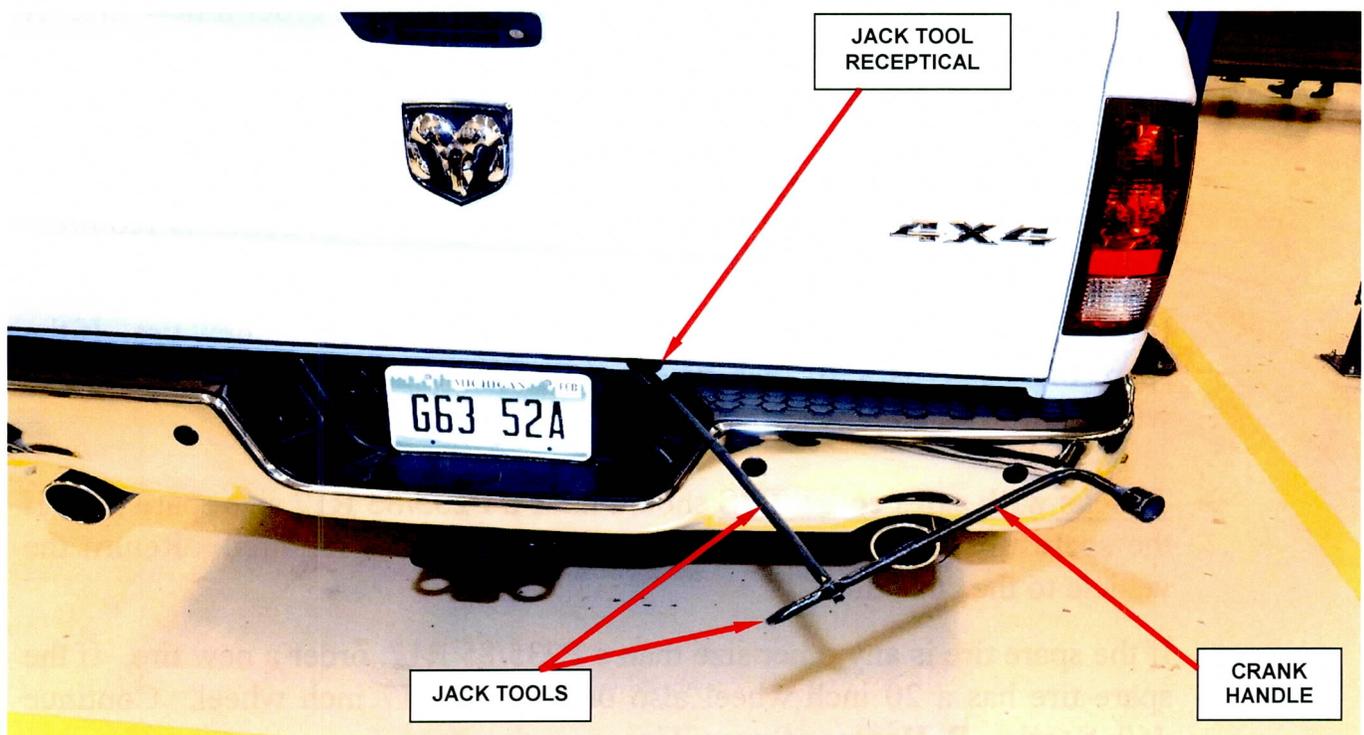
If the spare tire is any other size than a P265/70 R17, order a new tire. If the spare tire wheel is a 20 inch wheel also order a 17 inch wheel. Continue with **Section B. Replace Spare Tire**.

- **Trucks with sales codes TBS** should have a **P235/85 R17** size spare tire. If the spare tire is a P235/85 R17, no further action is required. Return the vehicle to the customer.

If the spare tire is any other size than a P235/85 R17, order a new tire. If the spare tire has a 20 inch wheel also order a new 17 inch wheel. Continue with **Section B. Replace Spare Tire**.

Service Procedure (Continued)**B. Replace Spare Tire**

1. Remove the jack/tool access cover located on the side of the front passenger seat (Figure 1).
2. Remove and save the jack hold-down wing nut.
3. Remove the jack and tool storage pouch as an assembly from under the passenger seat.
4. Remove the jack tools from the storage pouch.
5. Assemble the jack tools.
6. Install the jack tool into the receptacle at the rear of the vehicle (Figure 2).
7. Turn the crank handle of the tool counter-clockwise to lower the spare tire to the ground (Figure 2).

**Figure 1 – Jack/Tool Access Cover****Figure 2 – Jack Tools for Lowering the Spare Tire**

Service Procedure (Continued)

8. Remove the spare tire from the cable hoist.
9. Inspect the tire size located on the sidewall of the tire (Figure 3):
 - If the tire is a 17 inch tire, reuse the original wheel and continue with Step 10 of this procedure.
 - If the tire is a 20 inch tire, replace the wheel with a new 17 inch wheel and continue with Step 11 of this procedure.
10. Using an appropriate tire machine dismount the original spare tire from the original wheel. Discard the original tire and save the original wheel.
11. If the wheel was replaced, install a new valve stem.
12. Using an appropriate tire machine, mount the new 17 inch tire to the 17 inch wheel.
13. Using an appropriate tire balancer, balance the spare tire assembly.
14. Place the new spare tire/wheel assembly into position under the vehicle (Figure 4).
15. Connect the spare tire cable hoist to the spare tire (Figure 4).
16. Turn the crank handle of the tool clockwise to raise the spare tire into position.

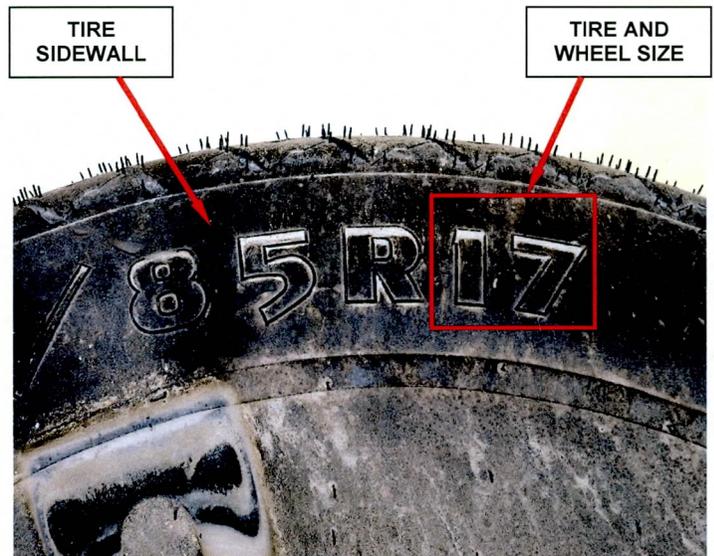


Figure 3 – Tire Size

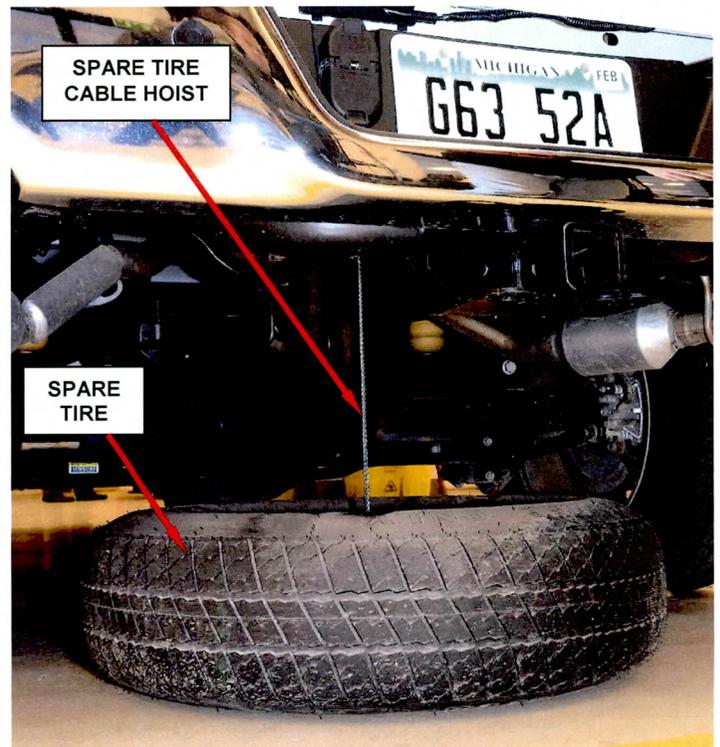


Figure 4 – Return Spare Tire to Stowed Position

Service Procedure (Continued)

17. Remove the jack tool from the rear of the vehicle.
18. Disassemble the jack tools and return them to the storage pouch (Figure 5).
19. Place the tool pouch and jack under the front passenger seat.
20. Install the jack hold-down wing nut and tighten securely.

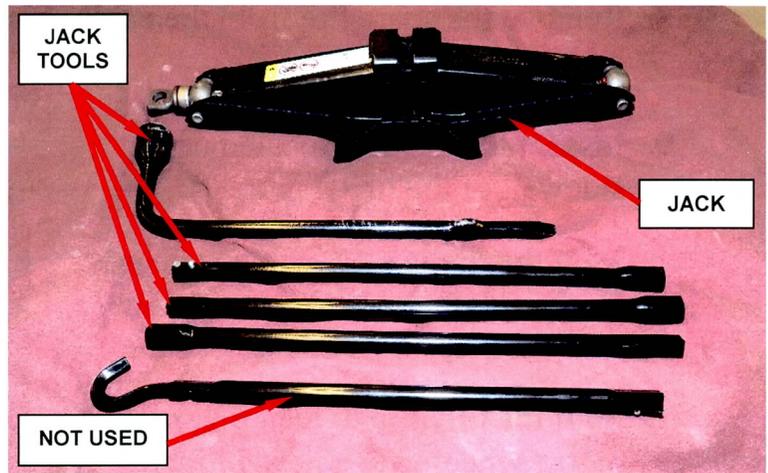


Figure 5 – Disassemble Jack Tools

21. Install the jack/tool access cover located on the side of the front passenger seat.
22. Inspect the original spare tire removed from the vehicle. If the original spare tire shows signs of being installed (Figure 6), there is a small possibility that operating the vehicle with the incorrect size spare tire might set a Diagnostic Trouble Code (DTC) in one or more modules. Connect the wiTECH scan tool and check/clear all DTC's.

NOTE: If unrelated DTC's are found, or if there are modules that are not up to date, these issues should be resolved under the provisions of the new vehicle warranty. These potential issues are not part of this recall.



Figure 6 – Inspect Original Spare Tire Tread for Signs of Use (Wear)

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 submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect spare tire size	22-M1-41-81	0.2 hours
Inspect spare tire size and replace spare tire	22-M1-41-82	0.6 hours
Inspect spare tire size and replace spare tire and wheel	22-M1-41-83	0.5 hours

Related Operation:

Clear DTC's on vehicles that have had the spare tire installed	22-M1-41-50	0.1 hours
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Add the cost of the recall parts package plus applicable dealer allowance to your claim.

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 Chrysler 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.

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 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
Chrysler Group LLC



SAFETY RECALL M14 /NHTSA 12V-192 SPARE TIRE/WHEEL

Dear: (Name)

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

Chrysler has decided that some **2012 model year Ram trucks** fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110 – Tire Selection and Rims (vehicles less than 10,000 lbs.).

The problem is... The spare tire size on your truck (VIN: xxxxxxxxxxxxxxxxxxxx) may not match the tire placard information.

Also, an incorrect diameter spare tire installed on the vehicle could activate the Electronic Stability Control (ESC) during normal driving and/or cause a truck equipped with limited slip axles to experience increased axle temperatures and premature limited slip differential clutch wear.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the spare tire on your vehicle. Trucks found with the incorrect size spare tire will have them replaced. The inspection will only take a few minutes. If the spare tire requires replacement the work will take about 1 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Remember to bring 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 Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this noncompliance 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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Customer Services / Field Operations
Chrysler Group LLC
Notification Code M14

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