



May 2018

Dealer Service Instructions for:

## **Customer Satisfaction Notification U22**

### **Informative Spare Tire Label**

---

**Remedy Available**



**2015-2018 (LA) Dodge Challenger**

**2015-2018 (LD) Dodge Charger**

**2015-2018 (LX) Chrysler 300**

*NOTE: This campaign applies only to the above vehicles equipped with a Compact Spare Tire (sales code TBK) and built from November 11, 2014 through February 10, 2018 (MDH 111107 through 021016).*

*2015-2017 Model Year (LA, LD) vehicles must be equipped with either a 6.2L Supercharged Engine (Sales Code ESD) or 6.4L Engine (Sales Code ESG).*

*2018 Model Year (LA, LD) vehicles must be equipped with either Brembo Fixed Caliper 4-Piston Brakes (Sales Code BR4) or Anti-Lock 4-Wheel Disc 6 Piston Brakes (Sales Code BR7).*

*2015-2018 Model Year (LX) vehicles must be equipped with a 6.4L Engine (Sales Code ESG).*

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

**Subject**

The spare wheel/tire assembly on about 3 of the above vehicles may be missing an informative label which illustrates that the spare wheel/tire assembly must be installed on the rear position of the vehicle. The spare wheel/tire assembly cannot be installed on the front position of the vehicle due to a lack of clearance between the spare wheel/tire assembly and the larger brake caliper on the front of the vehicle. In the event that a front wheel/tire assembly requires replacement, a rear wheel/tire assembly must be used to replace the front wheel/tire assembly and the spare wheel/tire assembly must be installed on the rear position of the vehicle. A missing information label can result in customer inconvenience and confusion if the customer attempts to install the spare wheel/tire assembly on the front position of the vehicle only to discover that it will not fit.

**Repair**

The spare wheel/tire assembly must be inspected for a missing information label and if necessary, order and install the label.

**Parts Information**

| <u>Part Number</u> | <u>Description</u>                                  |
|--------------------|---|
| <b>05181884AA</b>  | <b>Label, Informative Spare Wheel/Tire Assembly</b> |

**Each dealer** must inspect the spare wheel/tire assembly for a missing information label and if necessary, order the label needed.

**Parts Return**

No parts return required for this campaign.

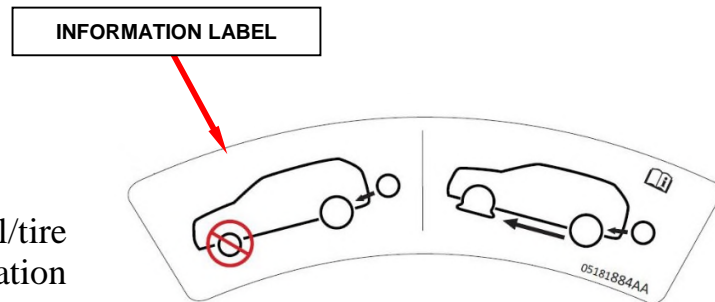
**Required Items**

The following items are required only if a label must be installed:

- **Spare Tire Information Label**
- **Isopropyl Alcohol or Glass Cleaner** - to clean the label application area.
- **Clean Cloth** - to clean the label application area.

## Service Procedure

1. Open the decklid and raise the load floor to locate the spare wheel/tire assembly.



2. Inspect the spare wheel/tire assembly for an information label (Figure 1):

Figure 1 – Information Label

- **If the information label is attached** to the spare wheel/tire assembly, no further action is required. Claim the inspection LOP.
- **If the information label is missing** from the spare wheel/tire assembly. A spare wheel/tire assembly information label must be installed. Continue with **Step 3**.

3. The Information Label should be installed to the right (clockwise) of the Regulatory Label. Clean the spare tire rim using isopropyl alcohol or glass cleaner and a cloth to remove any dirt, oil residue or grease in the area shown before applying the label (Figure 2).

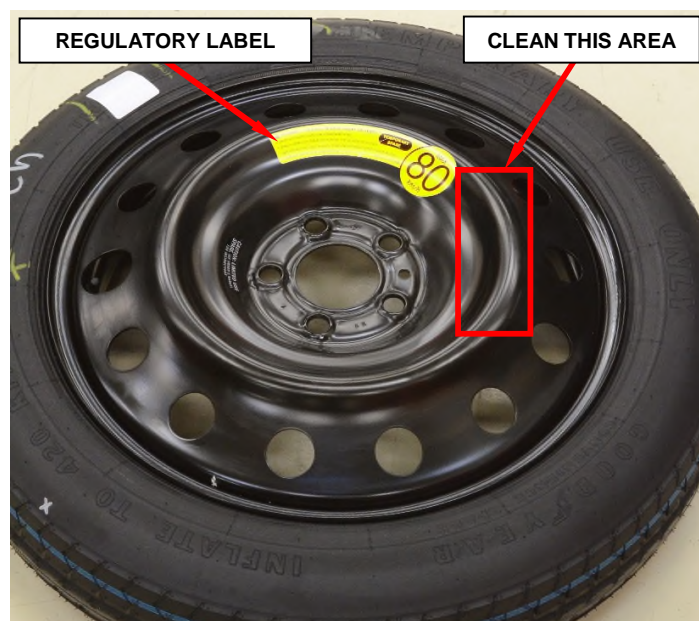
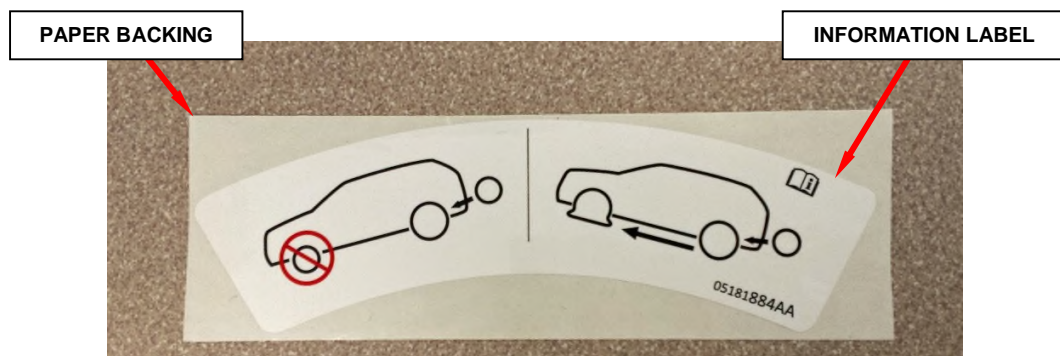
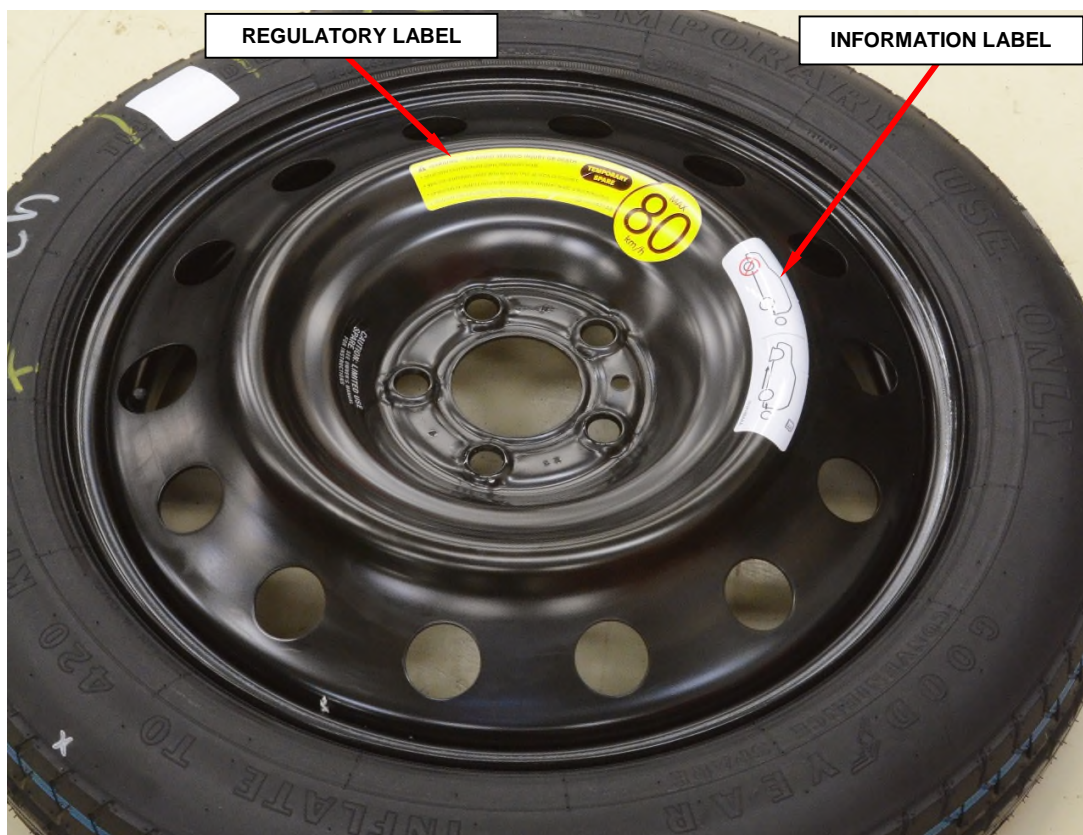


Figure 2 – Spare Wheel/Tire Assembly

**Service Procedure (Continued)**

4. Remove the Information Label from its Paper Backing (Figure 3). Carefully install the Information Label on the spare tire rim in the location shown to the right (clockwise) of the Regulatory Label (Figure 4). Firmly press and smooth the label to the surface of the spare tire rim to ensure good adhesion.

**Figure 3 – Information Label****Figure 4 – Spare Wheel/Tire Assembly**

**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 FCA Canada to record recall service completions and provide dealer payments.

Parts listed on any campaign are required for the repair but may not always be eligible for reimbursement. As stated in the Service Administration Manual; Normal shop supplies, such as general-purpose cleaners, solvents, lubricants, etc. submitted on claims are subject to non-payment or chargeback.

Use one of the following labour operation numbers and time allowances:

|  | <b><u>Labour Operation<br/>Number</u></b> | <b><u>Time<br/>Allowance</u></b> |
|--|---|----------------------------------|
| Inspect Spare Wheel/Tire Assembly<br>For Information Label         | 22-U2-21-81                               | 0.2 hours                        |
| Inspect and Install Spare Wheel/Tire<br>Assembly Information Label | 22-U2-21-82                               | 0.2 hours                        |

### **Owner Notification and Service Scheduling**

All involved vehicle owners known to FCA Canada are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A 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 studio 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.”** The VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, Postal 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. 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.

FCA Canada Inc.

A handwritten signature in black ink, appearing to read 'J.D. Kiritsis', is written over a vertical line.

J.D. Kiritsis  
National Service and Parts Manager





## CUSTOMER SATISFACTION NOTIFICATION U22 INFORMATIVE SPARE TIRE LABEL

Dear Vehicle Owner:

At FCA Canada Inc., 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 **2015-2018 Model Year Dodge Challenger, Dodge Charger, Chrysler 300 vehicles equipped with a compact spare tire.**

**The problem is :** The spare wheel/tire assembly on your vehicle may be missing an informative label which illustrates that the spare wheel/tire assembly must be installed on the rear wheel position of the vehicle. The spare wheel/tire assembly cannot be installed on the front position of the vehicle due to a lack of clearance between the spare wheel/tire assembly and the larger brake caliper on the front of the vehicle. In the event that a front wheel/tire assembly requires replacement, a rear wheel/tire assembly must be used to replace the front wheel/tire assembly and the spare wheel/tire assembly must be installed on the rear position of the vehicle. A missing information label can result in customer inconvenience and confusion if the customer attempts to install the spare wheel/tire assembly on the front position of the vehicle only to discover that it will not fit.

**What your dealer will do :** **FCA will repair your vehicle free of charge.** To do this, your dealer will install the information label onto the spare wheel/tire assembly for you.

**What you should do :** **Contact an authorized FCA Canada dealer to schedule a service appointment.**

**If you need help :** For information on this recall or any other recall affecting your vehicle, visit the website below and input your vehicle's seventeen-digit vehicle identification number (VIN).  
English : [recalls.mopar.ca](http://recalls.mopar.ca)  
French : [rappels.mopar.ca](http://rappels.mopar.ca)

For additional assistance or information, please contact FCA Canada Customer Care Centre:  
By Phone: 1-800-465-2001 (English) or 1-800-387-9983 (French),  
By Email: [www.fcacanada.ca/en/contact\\_us.php](http://www.fcacanada.ca/en/contact_us.php) (English) or  
[www.fcacanada.ca/fr/contact\\_us.php](http://www.fcacanada.ca/fr/contact_us.php) (French),  
By Mail: FCA Canada Customer Care Centre, P.O. Box 1621, Windsor, Ontario, N9A 4H6.

If you have already experienced this condition and have paid to have it repaired, you will still be required to have the campaign performed by an authorized FCA Canada dealer at no charge to you. Once completed, please send your original receipts and/or adequate proof of payment along with the campaign invoice to the following address for **further review of possible** reimbursement: FCA Canada Customer Care Centre, P.O. Box 1621, Windsor, Ontario, N9A 4H6.

If your name and address indicated above are incorrect or if you no longer own the vehicle, please contact the Customer Name & Address Call Centre at 1-800-373-1474 to update your information.

We apologize for any inconvenience and thank you for your attention to this important matter.





Yours very truly,

**FCA Canada Inc.**  
National Service and Parts Manager