



October 2015

Dealer Service Instructions for:

## **Safety Recall R53 / NHTSA 15V-595 Hood Striker Bolt**

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### **Models**

**2016 (RT) Chrysler Town and Country**

**2016 (RT) Dodge Grand Caravan**

*NOTE: This recall applies only to the above vehicles built at the Windsor Assembly Plant (“R” in the 11<sup>th</sup> VIN Position) from August 19, 2015 through August 27, 2015 (MDH 081904 through 082700).*

*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 hood striker retaining bolts on about 1,600 of the above vehicles may not have been tightened to the proper torque specification during the manufacturing process. If the hood striker retaining bolts completely detach from the hood, the hood may separate from the hood striker, allowing the hood to open under certain driving conditions. An open hood while driving could obstruct the driver’s vision and cause a crash without warning.

### **Repair**

The hood striker bolts must be checked and properly tightened.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
06104364AA	Bolt, Hood Striker

Due to the likelihood that the required bolt is already in your parts inventory, no bolts will be distributed initially. *(Very few vehicles are expected to require a new bolt).*

**Parts Return**

No parts return required for this campaign.

**Special Tools**

No special tools are required to perform this repair

**Service Procedure**

1. Open the hood.
2. Inspect the hood striker bolts (Figure 1):
  - If either bolt is missing, install a new bolt and tighten to 80 in. lbs. (9 N·m). Tighten the other hood striker bolt to 80 in. lbs. (9 N·m).
  - If both original bolts are present, tighten both original hood striker bolts to 80 in. lbs. (9 N·m).

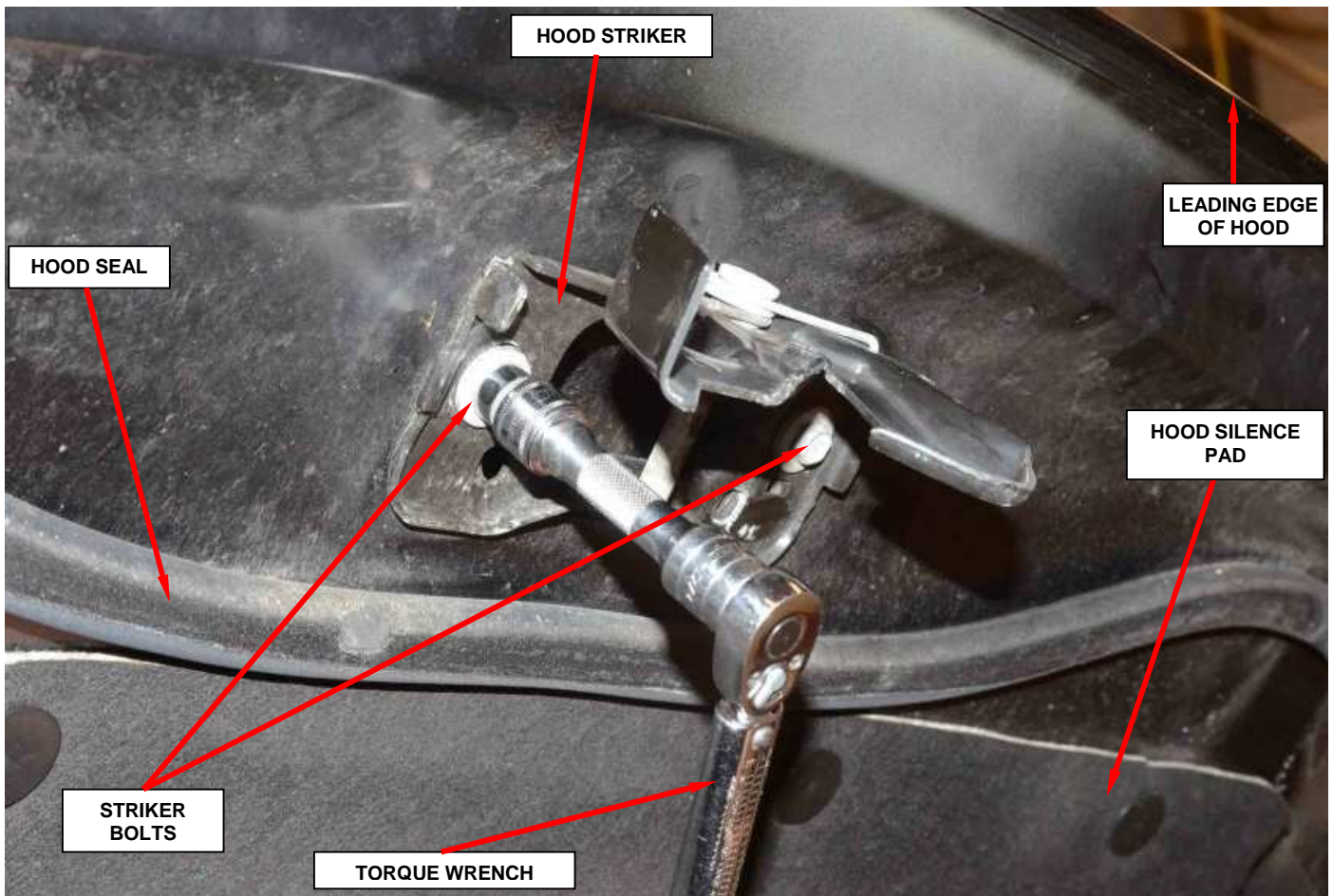


Figure 1 – Tighten Both Hood Striker Bolts to Proper Specification

3. Close the hood. Return the vehicle to the customer.

**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 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, install and tighten hood striker bolts	23-R5-31-82	0.2 hours

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 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.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a FCA Mobile Service approved repair.

**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

## **IMPORTANT SAFETY RECALL**

**R53 / NHTSA 15V-595**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

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

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2016 model year Chrysler Town and Country and Dodge Grand Caravan minivans**.

***The problem is...***      **The hood striker retaining bolts on your vehicle may not have been tightened to the proper torque specification during the manufacturing process. If the hood striker retaining bolts completely detach from the hood, the hood will separate from the hood striker, allowing the hood to open. An open hood while driving could obstruct the driver's vision and cause a crash without warning.**

***What your dealer will do...***      **FCA will repair your vehicle free of charge.** To do this, your dealer will properly tighten the hood striker bolts. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...***      **Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Please 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 FCA Group Recall Assistance Center at either [fcarecalls.com](http://fcarecalls.com) or 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. If you have further questions go to [fcarecalls.com](http://fcarecalls.com).

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 or you can mail 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.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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).

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  
FCA US LLC

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