



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 12, 2016

Mr. David Smith  
Chrysler (FCA US LLC)  
800 Chrysler Dr  
Auburn Hills, MI 48326

NVS-215SM  
16V-044

**Subject:** Windshields with Incorrect Primer/FMVSS 212

Dear Mr. Smith:

This letter serves to acknowledge Chrysler (FCA US LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHRYSLER/TOWN AND COUNTRY/2015-2016  
DODGE/GRAND CARAVAN/2014-2015

**Mfr's Report Date:** January 26, 2016

**NHTSA Campaign Number:** 16V-044

**Components:**

VISIBILITY:WINDSHIELD

**Potential Number of Units Affected:** 184

**Problem Description:**

FCA US LLC (Chrysler) is recalling certain model year 2015-2016 Chrysler Town and Country, and 2014-2015 Dodge Grand Caravan vehicles manufactured August 16, 2014, to December 5, 2015. The windshield on the affected vehicles may have been installed using expired urethane primer, allowing the windshield to become displaced in the event of a crash. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 212, "Windshield Mounting."

**Consequence:**

If the windshield dislodges during a crash, there is an increased risk of occupant injury.

**Remedy:**

Chrysler will notify owners, and dealers will replace the windshield, free of charge. The recall is expected to begin on March 4, 2016. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is S02.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent.

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement