



July 2016

Dealer Service Instructions for:

Safety Recall S42 / NHTSA 16V-490 Center Seatbelt Bezels

Models

2017 (RU) Chrysler Pacifica

NOTE: This recall applies to the above vehicles equipped with a center third row seat or an optional three passenger second row seat built through April 21, 2016 (MDH 042101).

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 center seatbelt bezel(s) on about 3,500 of the above vehicles may break and trap the seatbelt in the stowed position. This could prevent the use of the seatbelt in the center third row and/or three passenger center second row seating positions. An unbelted occupant could suffer additional injuries and/or become a projectile within the vehicle, injuring other vehicle occupants, during a crash.

Repair

The third row center seat belt bezel and the second row center seat belt bezel (if equipped) must be replaced.

Parts Information

With the high number of unsold vehicles, parts will be allocated to dealers to cover ~35% initially. Subsequent part shipments will be allocated to cover the majority of units prior to open ordering.

Due to the low number of sold units for this campaign, dealers should **not** order these parts until the vehicles are scheduled to avoid unnecessary part constraints

<u>Part Number</u>	<u>Description</u>
5YD63PD2AC	Bezel, Third Row Seatbelt (all vehicles)
5XY48PD2AC	Bezel, Second Row Seatbelt (if equipped)

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the liftgate and the right side sliding door.

2. **If the latch plates are in the stowed position,** remove the mini-latch plate and regular latch plate from their stowed position in the third row seatbelt bezel (Figure 1).



Figure 1 – Third Row Seatbelt Bezel

3. **If the mini-latch plate is in the the buckled position,** insert a trim stick or equivalent into the center red slot on the mini-buckle. The seatbelt will automatically release and retract. If necessary, slide the regular latch plate down the webbing to allow the seatbelt to retract fully (Figure 2).

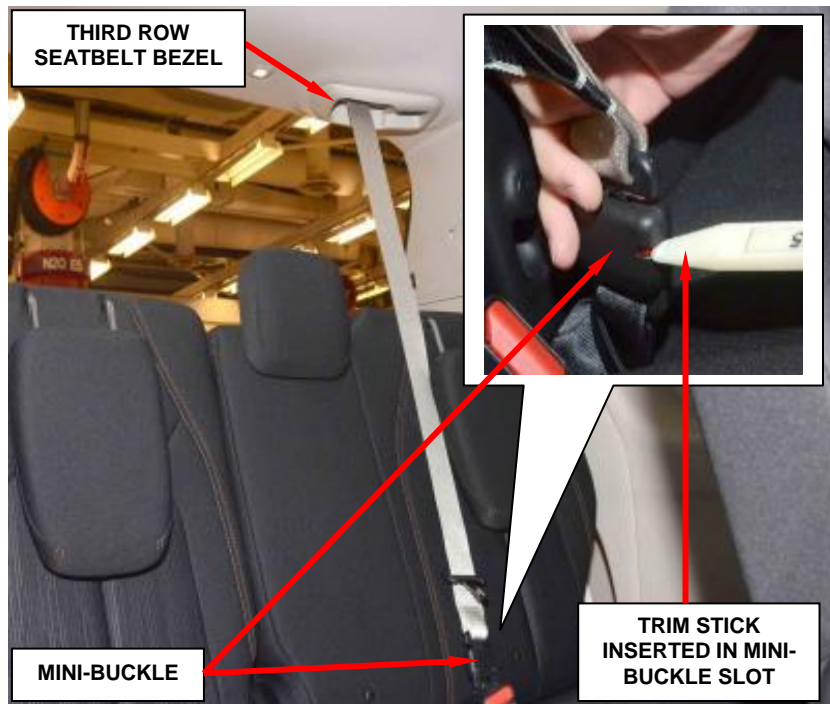


Figure 2 – Mini-Latch Plate Buckled

Service Procedure (Continued)

4. Use a trim stick to disengage all four corners of the third row seatbelt bezel (Figure 3).



Figure 3 – Remove Seatbelt Bezel

5. Remove the third row seatbelt bezel from the headliner.

6. Remove the seatbelt from the third row seat belt bezel (Figure 4).

7. Route the seatbelt through the **NEW** third row seatbelt bezel (Figure 4).

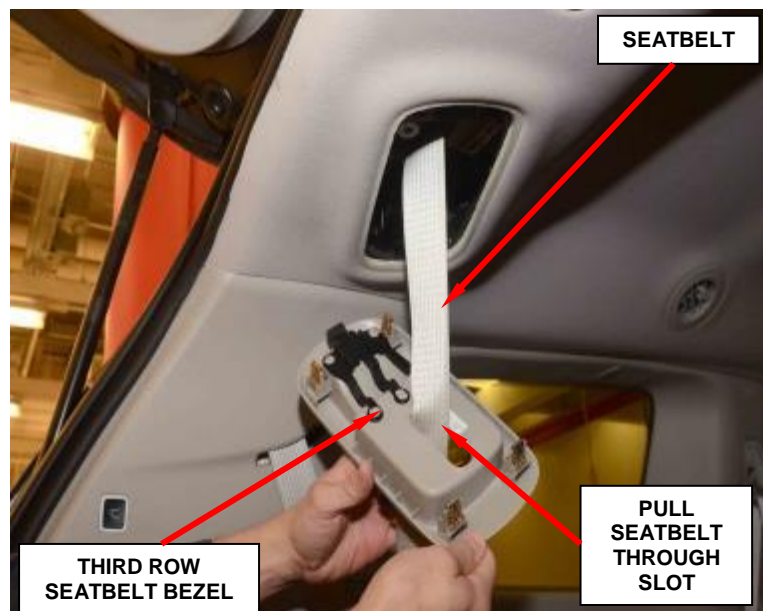


Figure 4 – Remove Seatbelt

8. Install the third row seatbelt bezel to the headliner fully engaging all four corners (Figure 1).

Service Procedure (Continued)

9. Inspect for functionality by positioning the mini-latch plate and regular latch plate in their stowed position, remove the latch plates then pull on the webbing and allow it to fully extend and retract.

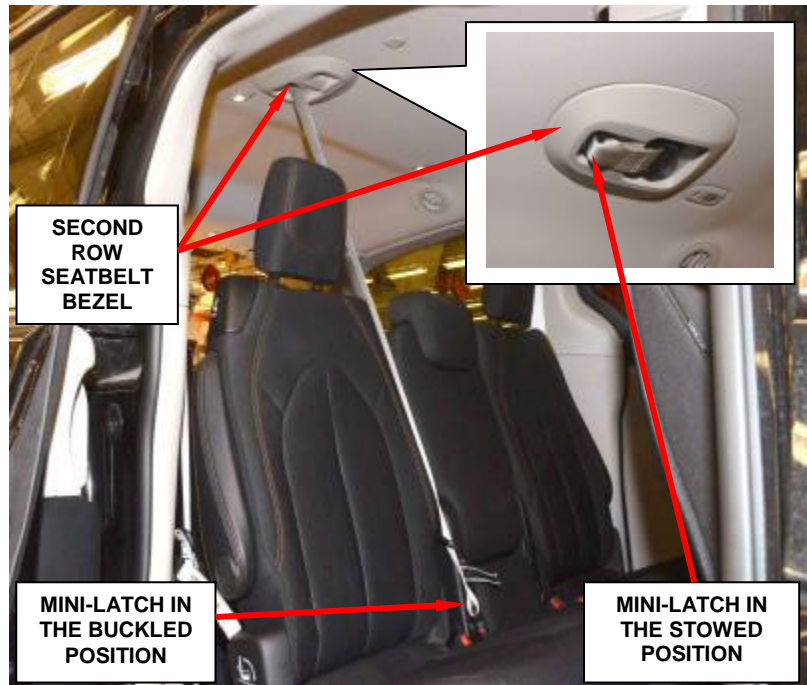


Figure 5 – Second Row Seat Bezel Location

10. Install the seatbelt latch plates to the customer's original stowed or buckled positions.

11. Repeat steps 2 through 10 for the second row seatbelt bezel, **if equipped** (Location shown in Figure 5).

12. Close the liftgate and the right side sliding door.

13. 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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Replace third row seatbelt bezel	23-S4-21-82	0.2 hours
Replace second and third row seatbelt bezel	23-S4-21-83	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.

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
FCA US LLC

IMPORTANT SAFETY RECALL

S42 / NHTSA 16V-490

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

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 **2017 model year Chrysler Pacifica vehicles**.

The problem is... **The center seatbelt bezel(s) on your vehicle may break and trap the seatbelt in the stowed position. This could prevent the use of the seatbelt in the center third row and/or three passenger center second row seating positions. An unbelted occupant could suffer additional injuries and/or become a projectile within the vehicle, injuring other vehicle occupants, during a crash.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will replace the third row center seat belt bezel and the second row center seat belt bezel (if equipped). 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 Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your 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** 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**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **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 **safecar.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.