



SAFETY RECALL NOTICE

TO: All VMI Dealers

Vantage Mobility International (VMI) has determined that a safety defect exists in all model year **2017 VMI Chrysler Pacifica minivans**. Accordingly, a recall to address this issue was initiated effective 8/4/2017. **Recall number: NHTSA: 17V0482 | Transport Canada: 2017-381**

The defect involves all Pacifica minivans shipped prior to August 7, 2017. The rear wheel pinion brackets on the above mentioned vehicles were tested and proved to fail prematurely. Failure exhibits itself initially by developing a crack on the top and/or bottom flanges. Cracking will continue over time until separation occurs. This is deemed as complete failure. Complete failure will exhibit itself by the rear wheel sitting noticeably rearward in the wheel well, and handling will be severely adversely affected. Vehicles may not exhibit any signs of the bracket(s) cracking until complete failure occurs.

The remedy is to remove the original pinion brackets and replace them with newly designed pinion brackets (part numbers WA5322 and WA5323). After the brackets are replaced, vehicle alignment must be performed.

Owners will be notified by mail about the recall and will be instructed to contact their local VMI mobility dealer for an appointment to have this remedied. There is no cost to owners for this recall.

Instructions for performing this recall will be made available on the VMI website on the Tech Portal (hyperlink to portal is included in the email). Parts availability will begin August 14, 2017 and will be shipped at no charge upon request. VMI will credit the dealer 2.8 hours of labor per affected vehicle to perform this repair. VMI will also reimburse the dealer through a warranty credit for the alignment upon presentation of receipt. Please call VMI Technical Support at 800 488-9082 for affected VINs, complete reimbursement instructions, and requirements or questions you have concerning this recall.

Please be reminded that it is a violation of Federal law for you to sell or lease any 2017 Chrysler Pacifica minivans covered by this notification until this recall has been performed on affected vehicles. Substantial civil penalties apply to violations of this law.

Your assistance with this recall is appreciated. Should you have any questions or concerns, please contact **VMI Technical Support at 800 488-9082**.