



7/7/2017

Consumer Safety Recall Notice

RE: NHTSA Defect Recall Notification **17V0342**
& Transport Canada recall number **2017-285**

Dear VMI Chrysler Pacifica Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Vantage Mobility International (VMI) has determined that a defect which relates to motor vehicle safety exists in its Chrysler Pacifica lowered floor minivans.

~ I M P O R T A N T ~

- ❖ **Your Chrysler Pacifica lowered floor minivan is being recalled.**
- ❖ **Contact your local VMI dealer immediately.**

What Is Being Recalled

All Chrysler Pacifica minivans modified by VMI, produced between September 1, 2016 and May 10, 2017, are recalled by VMI. Your vehicle production date can be identified by checking the production white sticker, located inside the driver's side door jamb or by contacting your VMI mobility dealer. Your mobility dealer will have access to the complete list of affected vehicles identified by Chrysler's Vehicle Identification Number (VIN). The VIN is a 17-digit identifier that includes both numbers and letters. It can be found on the OEM sticker, located inside the driver's side door jamb or on the driver's side dash board, visible from the exterior facing the windshield.

The affected population is 372 vehicles.

Why Is It Being Recalled

The rear wheel brake lines on all affected vehicles may have been routed incorrectly. If this is the case, under certain conditions, your vehicle's ABS (Anti-lock Braking System) may perform incorrectly or not at all. If heavy braking is applied and the rear wheels happen to be on differing driving surfaces offering different traction properties, an incorrect application of the ABS may result. This could increase the risk of a crash without warning, potentially resulting in injury, death and/or damage to property. **(Though the ABS may fail, some rear wheel braking will be available through the regular hydraulic braking system that will remain in effect.)**

What VMI Will Do

VMI has already notified all of its dealers and provided access to proper repair procedures. Your mobility dealer will correct the line routing and perform a test drive to ensure that there are no leaks. Any additional materials required and all labor costs will be covered by VMI. The estimated time to complete this repair on your vehicle will be approximately one hour.



After an attempt to take advantage of this recall, you may submit a complaint if you believe your brake line routing was not remedied without charge and/or within a reasonable amount of time. Please contact:

Administrator, National Highway Traffic Safety Administration

Mail: 1200 New Jersey Ave., S.E., Washington, D.C., 20590

Call: Vehicle Safety Hotline at 1- 888-327-4236 (TTY: 1-800-424-9153)

Visit: <http://www.safercar.gov>

If you have already paid to comply with this notice, we encourage you to seek reimbursement by calling (800) 488-9082, and following the instructions given.

What You As Owner/Dealer/Operator Should Do

Immediately call your local VMI dealer to schedule your vehicle for brake line routing correction. Inform them at the time of the call that you are calling in response to this recall letter. If you have difficulty doing this, please contact VMI directly at (800) 488-9082 for assistance.

What If You No Longer Own The Vehicle?

Please call VMI at the number listed below and forward the new owner's contact information for proper and timely notification.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you have already paid to have your VMI Chrysler Pacifica repaired for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, please call VMI Technical Support at (800) 488-9082.

Thank you for your prompt attention to this matter. If you have any questions concerning these procedures, please contact VMI Technical Support at (800) 488-9082 or by email at alltechsupport@vantagemobility.com.

We apologize for the inconvenience caused by this safety recall, but the safety of our customers is of the utmost importance.

Sincerely,

David Hagstrom
Technical Support and Warranty Manager
Vantage Mobility International