



**IMPORTANT SAFETY RECALL INFORMATION**

Issued in Accordance  
With Federal Law

 U.S. Department of  
Transportation



8/7/2017

**Consumer Safety Recall Notice**

RE: NHTSA Defect Recall Notification **17V0482**  
& Transport Canada recall number **2017-381**

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, shipped between September 1, 2016 and August 7, 2017, are recalled by VMI. 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 518 vehicles.

### Why Is It Being Recalled

The left and right side rear axle pinion brackets on all affected vehicles have been found to be inadequate. It was determined that the brackets may fatigue, crack and separate. If a bracket separates, you may experience loss of control without warning, increasing the risk of a crash. The severity could include injury or death and/or damage to property.

### What VMI Will Do

VMI has already notified its mobility dealers and provided them access to proper repair procedures, as well as all required parts. The dealer will correct the recall by replacing the suspect pinion brackets with newly designed brackets that have been tested and approved. The remedy includes a 4-wheel alignment. After the alignment, it will be test driven and returned back to the customer. 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 4 hours.



After an attempt to take advantage of this recall, you may submit a complaint if you believe your pinion brackets recall 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 the pinion bracket replacement. 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](mailto: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