



October 2017

Dealer Service Instructions for:

# **Safety Recall T54 / NHTSA 17V-542**

## **Second-Row Seat Belt Buckle**

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### **Models**

**2017-2018 (RU) Chrysler Pacifica**

*NOTE: This recall applies only to the above vehicles equipped with 8 Passenger Seating (Sales Code CYF) built from November 23, 2015 through August 24, 2017 (MDH 112310 through 082409).*

**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 second-row center seating position seat belt buckle on about 47,900 of the above vehicles, in certain passenger seating and vehicle use situations, may cause the left outboard seat belt to become unlatched. An unlatched seat belt could increase the risk of injury to left second-row occupants during a crash.

### **Repair**

Replace the second-row center seat belt buckle.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CSFJT541AA</b>	<b>Kit, Second-Row Seat Belt Buckle (Alloy)</b>
<b>CSFJT542AA</b>	<b>Kit, Second-Row Seat Belt Buckle (Toffee)</b>
<b>CSFJT543AA</b>	<b>Kit, Second-Row Seat Belt Buckle (Black)</b>

Each kit contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Seat Belt Buckle
1	Bolt, Seat Belt Buckle
1	Instruction Sheet

**Parts Return**

No parts return required for this campaign.

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure**

**Replace the Second-Row Seat Belt Buckle**

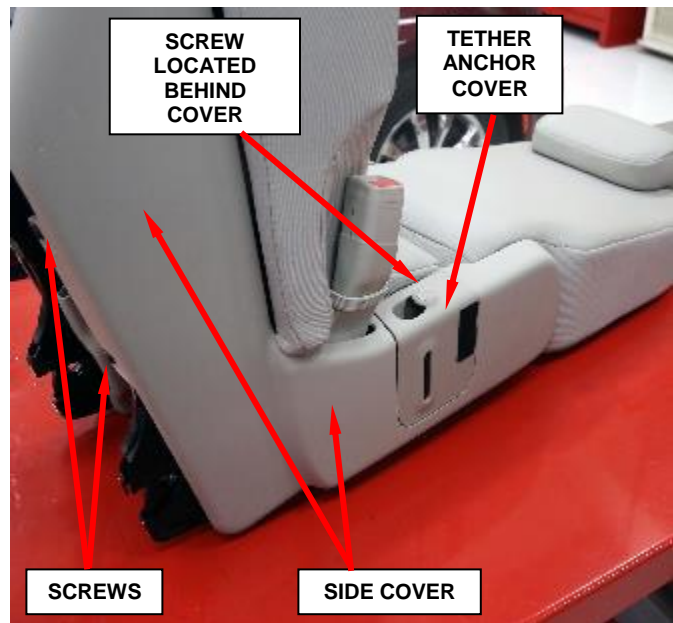
1. Stow the left outboard second-row seat in the floor.
2. Remove the second-row center seat from the vehicle.

**NOTE:** To remove the seat, pull the release strap to release the rear latches. The seat assembly can now be removed from the vehicle by moving it in a rearward direction from the detent positions in the floor (Figure 1).



**Figure 1 – Second-Row Center Seat**

3. By hand, pull to remove the front cover (Figure 1).
4. By hand, pull the tether anchor cover forward and outward to remove (Figure 2).
5. Remove the screw behind the tether anchor cover (Figure 2).
6. Remove the two screws and then remove the side cover (Figure 2).



**Figure 2 – Seat Side Covers**

**Service Procedure (Continued)**

7. Remove and **discard** the seat belt buckle bolt then remove and **discard** the seat belt buckle. (Figure 3).

8. Position the **NEW** second row center seat belt buckle anchor plate onto the side of the seat cushion frame **with the indexing tab in the slot of the seat cushion frame** (Figure 3).

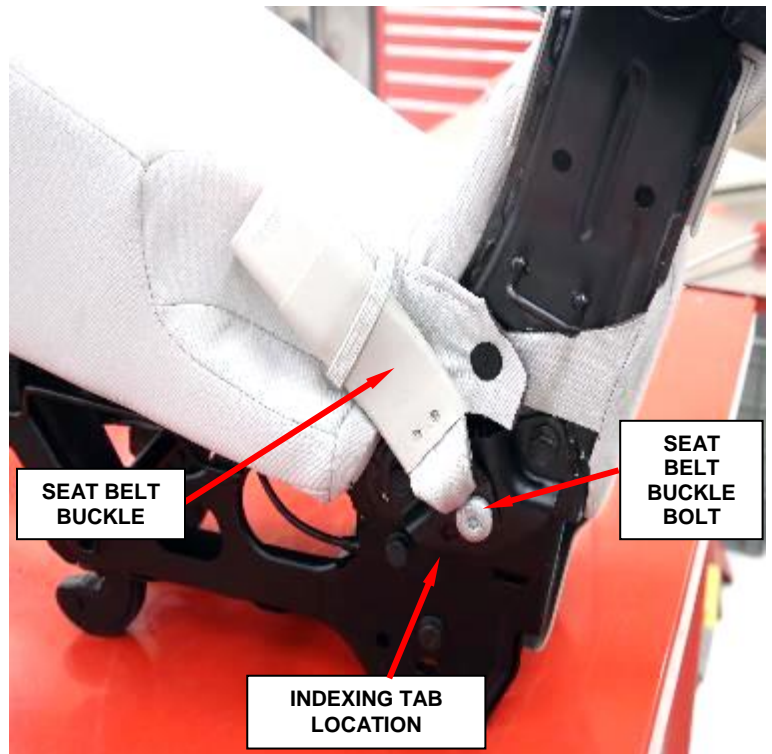


Figure 3 – Seat Belt Buckle

**CAUTION:** The new seat belt buckle is shorter than the original. Be sure to discard the original seat belt buckle (Figure 4).

9. Install the **NEW** bolt that secures the buckle anchor plate to the seat. Tighten the bolt to 55 N·m (41 ft. lbs.) (Figure 3).

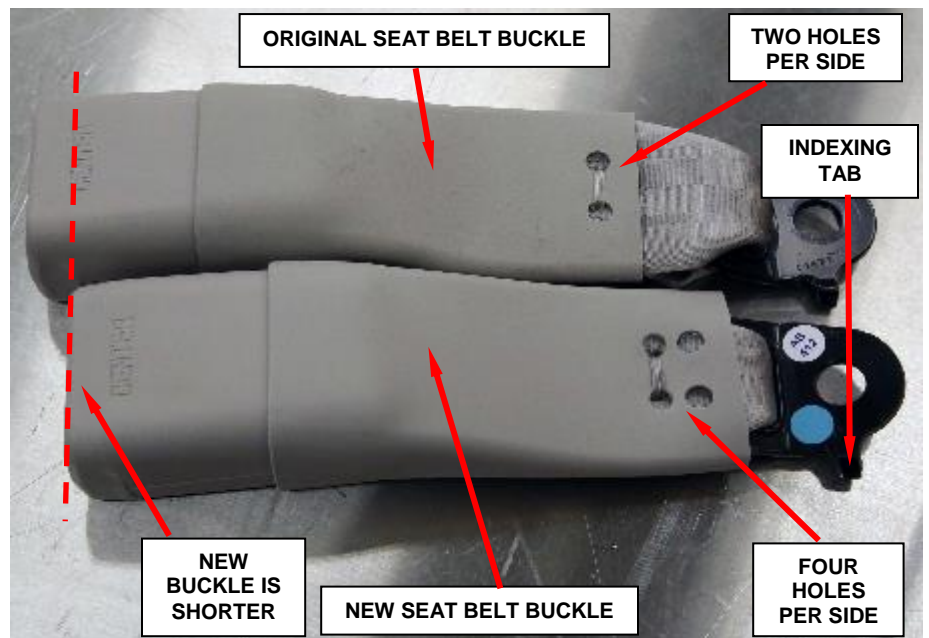


Figure 4 – Seat Belt Buckle Comparison

**Service Procedure (Continued)**

10. Install the side cover and the two screws. Tighten the screws securely (Figure 2).
11. Install the screw behind the tether anchor cover. Tighten the screw securely.
12. Position the tether anchor cover and push rearward to install (Figure 2).
13. Install the front cover (Figure1).
14. Install the second-row center seat in the vehicle.
15. Return the left outboard second-row seat to the original position.
16. 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 paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace second-row center seat belt buckle	23-T5-41-82	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.

**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

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

T54/NHTSA 17V-542

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
- 3. Visit our Recall Website, [recalls.mopar.com](http://recalls.mopar.com) or scan below.**

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall T54.

# IMPORTANT SAFETY RECALL

## Second-Row Seat Belt Buckle

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2017-2018 (RU) Chrysler Pacifica] vehicles equipped with 8-passenger seating option.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The second-row center seating position seat belt buckle on your vehicle <sup>[1]</sup>, in certain passenger seating and vehicle use situations, may cause the left outboard seat belt to become unlatched. **An unlatched seat belt could increase the risk of injury to left second-row occupants during a crash.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the second-row center seat belt buckle. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403  
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles US LLC





**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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 [safercar.gov](http://safercar.gov).

[3] You can also mail in 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.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.