

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

V91/NHTSA 19V-759

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 [recalls.mopar.com](https://recalls.mopar.com), scan the**

**QR code below, or download the**  
**Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate  
your nearest dealer, and more through  
this website or Mopar Owner's  
Companion App. 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 V91.

# IMPORTANT SAFETY RECALL

## Seat Striker

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2019  
Model Year (RT) Dodge Grand Caravan] vehicles equipped with second and third row seating.

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 and third row outboard seat strikers on your vehicle <sup>[1]</sup> may have out-of-specification  
welds. The suspect welds on the outboard rear seat strikers for the second row bench and second  
row bucket seats may fail during a front impact, and the suspect welds on the front outboard seat  
strikers for the third row bench seats may fail during a rear impact.

Additionally, the second row bench and second row bucket seats may not meet the requirements  
of FMVSS 571.207 S4.2(c), which states: "For a seat belt assembly attached to the seat, the  
force specified in paragraph (a), if it is a forward facing seat, or paragraph (b), if it is a rearward  
facing seat, in each case applied simultaneously with the forces imposed on the seat by the seat  
belt assembly when it is loaded in accordance with S4.2 of 571.210 [...]." Seat strikers with out-  
of-specification welds may not withstand the required loads.

**Seat strikers not withstanding crash forces may cause the seat or seat belt to  
inadequately restrain passengers in a crash which can increase the risk of injury.**

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

FCA US will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer  
will weld-in a striker reinforcement bracket on the second and third row outboard seat  
strikers. The estimated repair time is four hours. In addition, your dealer will require your  
vehicle for proper check-in, preparation, and check-out during your visit, which may require  
more time. Your time is important to us, so 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 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](https://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  
FCA 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.