

Revision (2) January 2020

Dealer Service Instructions for:

Safety Recall V91 / NHTSA 19V-759

Seat Striker

NOTE: Materials section revised Page 3. Special Tools section revised Page 4. Service Procedure revisions on Pages 23-25.

Remedy Available

2019 (RT) Dodge Grand Caravan

NOTE: This recall applies only to the above vehicles equipped with second and third row seating.

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

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 and third row outboard seat strikers on about 30,300 of the above vehicles 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.

Subject [Continued]

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.

Repair

Weld-in a striker reinforcement bracket on the second and third row outboard seat strikers.

IMPORTANT: The technician performing the welding repair must be an experienced welder and capable of ensuring that the welding procedure specified in this document is correctly performed.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

Parts Information

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
06105136AA	1	Screw, Second Row Seat Belt (MSQ 3)

<u>Part Number</u>	<u>Description</u>
CSDKV911AA	Bracket Kit

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
4	Striker Reinforcement Bracket

Materials

- Small amount of 2-part epoxy primer MS.90082
 - PPG 2.1 Epoxy primer gray DP50LV **or equivalent** (Expected Qty. **1oz**)
 - PPG Hardener DP401LV **or equivalent** (Expected Qty. **1/2oz**)
 - or**
 - Alternative primer option: 3M Weld Thru Coating II - 3M part # 05917
(Expected Qty. 1/2 can)
- **Henkel Bonderite adhesion promoter for primer surface preparation**
 - **Anti-Corrosion Pen MOPAR part number 06103087AA**
- **Wax and grease remover for cleaning painted surfaces**
- Flux-cored arc wire W502 (0.045” or 0.035” Lincoln NR-211-MP)
(Expected Qty. 25 feet)

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software
- 8978 D Fuel Decay Tool
- 320-FC-P30-A John Dow Gas Caddy or Equivalent
- NPN 220 Volt MIG welder
(Capable of 0.045 or 0.035” flux core wire)
- NPN Protective covering weld blanket
(Minimum 4 needed per vehicle)
- NPN Heat shroud protective wrap
- NPN **Air brush or acid brush for applying epoxy primer**
- NPN Equipment to remove welding smoke/fumes.
- NPN Sanding supplies/equipment for paint removal
welding preparation, and welding clean up.

Service Procedure

A. Vehicle Preparation:

1. Position the vehicle on a suitable lift then raise and support the vehicle.

WARNING: The fuel system is under constant high pressure even with engine off. Until the fuel pressure has been properly relieved from the system, do not attempt to open the fuel system. Do not smoke or use open flames/sparks when servicing the fuel system. Wear protective clothing and eye protection. Make sure the area in which the vehicle is being serviced is in a well ventilated area and free of flames/sparks. Failure to comply may result in serious or fatal injury.

WARNING: Risk of poisoning from inhaling and swallowing fuel. Pour fuel only into appropriately marked OSHA approved containers. Wear protective clothing. Risk of injury to eyes and skin from contact with fuel.

NOTE: A separate fuel pump relay is no longer used. A circuit within the Totally Integrated Power Module (TIPM) is used to control the electric fuel pump located within the fuel pump module.

2. Disconnect the fuel pump module electrical connector located behind the fuel tank (Figure 1).

3. Lower the vehicle.

4. Remove fuel fill cap.

5. Start and run engine until it stalls.

6. Attempt restarting engine until it will no longer run.

7. Turn ignition key to the OFF position.

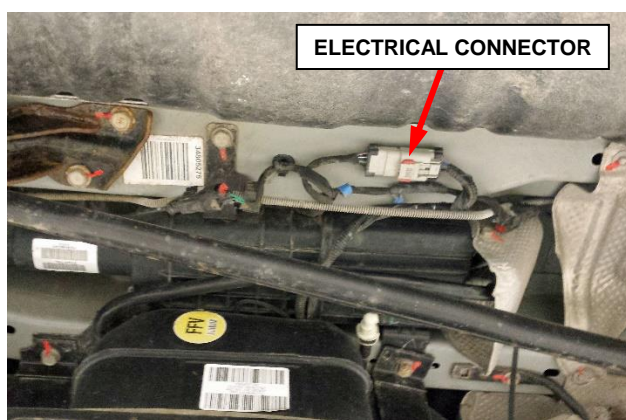


Figure 1 – Fuel Pump Module Electrical Connector

Service Procedure [Continued]

NOTE: Due to a one-way check valve installed into the fuel fill fitting at the tank, the tank cannot be drained at the fuel fill cap.

CAUTION: When removing the fuel supply line from the fuel inlet tube at the fuel rail, care must be taken that the fuel inlet tube is not being over-flexed. Damage to the fuel rail inlet tube may occur.

8. Open the hood.
9. Place a rag or towel below fuel line quick-connect fitting at fuel rail.
10. Disconnect the fuel supply line from the fuel rail (Figure 2).



Figure 2 – Fuel Rail Fitting

11. Install the appropriate fuel line adapter fitting from the Decay Tool, Fuel 8978A to the fuel supply line. Route the opposite end of this hose to an OSHA approved fuel storage tank such as the JohnDow Gas Caddy 320-FC-P30-A or equivalent.
12. Raise the vehicle.
13. Connect the fuel pump module electrical connector located behind the fuel tank (Figure 1).
14. Lower the vehicle.

Service Procedure [Continued]

15. Install a battery charger. Verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

16. Connect the wiTECH micro pod II to the vehicle data link connector.
17. Place the ignition in the “**RUN**” position.
18. Open the wiTECH 2.0 website.
19. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
20. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
21. From the “**Action Items**” screen, select the “**Topology**” tab.
22. From the “**Topology**” tab, select the “**PCM**” module icon.
23. Select the “**Actuator**” tab, select “**Fuel Pump Relay Control State**”. Toggle the fuel pump, continue until fuel tank is empty.

NOTE: Activation of the fuel pump module may time out and need to be restarted several times to completely drain the fuel tank.

24. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
25. Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
26. Remove the battery charger from the vehicle.

Service Procedure [Continued]

27. Remove the Decay Tool and reconnect the fuel line quick-connect fitting at the fuel rail.
28. Move the front seats to the fully forward position.
29. **2nd Row:** Remove bench seat from vehicle or fold stow-n-go seats into floor.
30. **3rd Row:** Fold stow-n-go seats into floor.
31. **Vehicles equipped with electrically assisted sliding doors and liftgate:** Open both side sliding doors and rear liftgate and leave open.
32. Disconnect the negative and positive battery cables from the battery.
33. Raise the vehicle.
34. Disconnect fuel pump electrical connector from body harness connector (Figure 1).
35. Loosen the fuel fill hose clamp. It may be necessary to lower the tank slightly later in the procedure in order to disconnect the fuel fill hose from fuel tank (Figure 3).

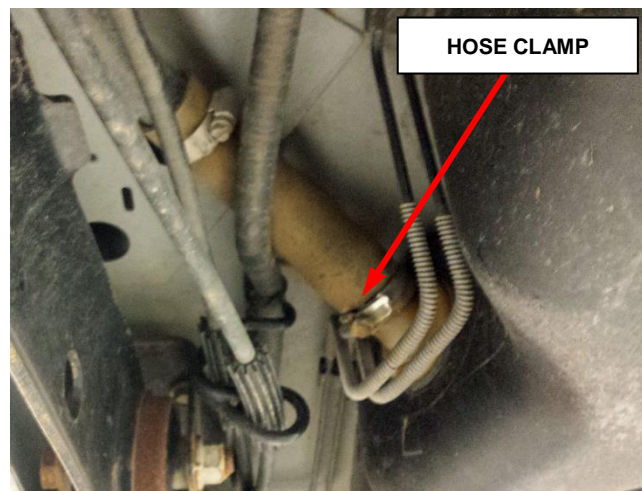


Figure 3 – Description

Service Procedure [Continued]

36. Disconnect quick connect fittings for fuel tube and vapor tube (Figure 4).

37. Cap the fuel and vapor tubes to prevent fuel vapors (Figure 5).

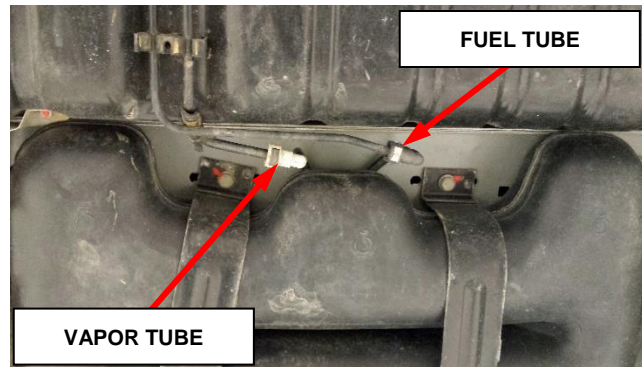


Figure 4 – Fuel and Vapor Tubes

38. Disconnect electrical connector from Evaporative System Integrity Monitor (ESIM) switch (Figure 6).

39. Disconnect fuel fill vapor hose from ESIM switch (Figure 6).

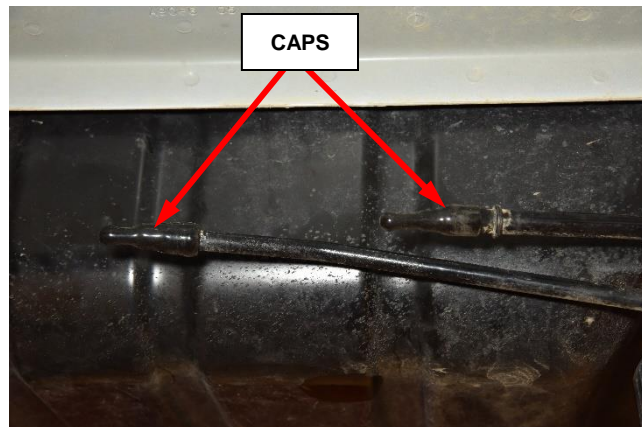


Figure 5 – Cap Fuel and Vapor Tubes



Figure 6 – Vapor Canister Connections

Service Procedure [Continued]

40. Release the brake tube retainer from the vapor canister bracket (Figure 7).

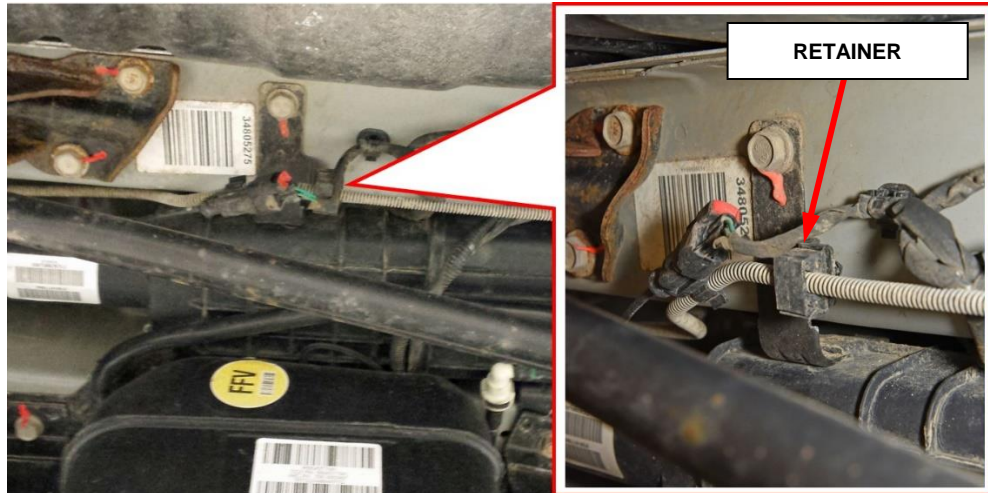


Figure 7 – Brake Tube Retainer

41. Remove the exhaust heat shield retainers from the fuel tank (Figure 8).

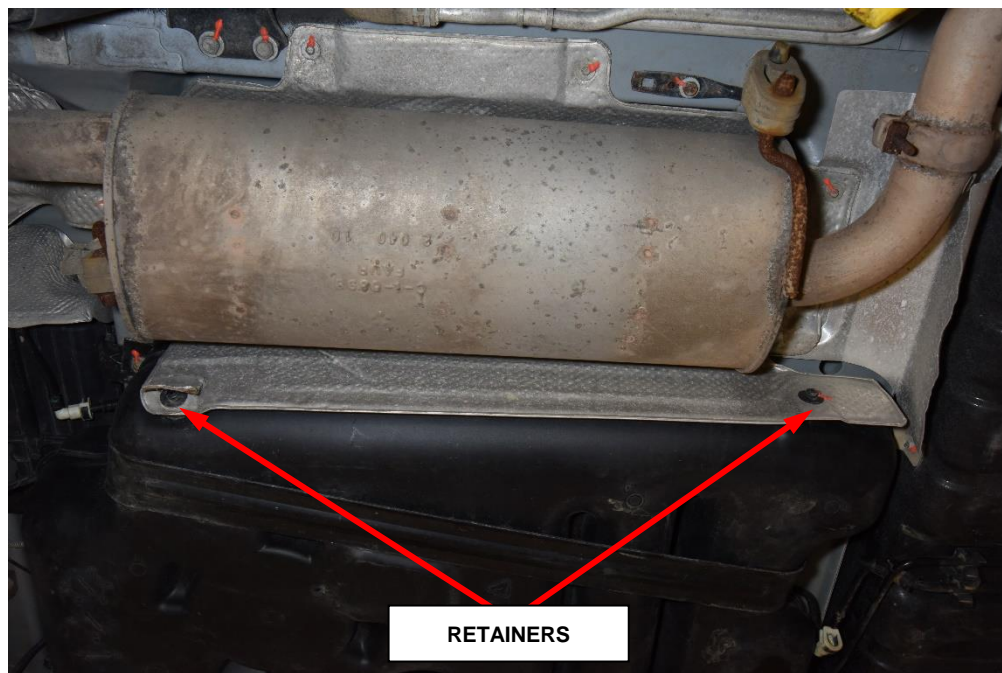


Figure 8 – Exhaust Heat Shield

Service Procedure [Continued]

WARNING: Support fuel tank with a transmission jack or equivalent. Use straps to secure the fuel tank to the jack. Failure to properly support and secure the fuel tank during removal may cause fuel to spill or fuel tank to fall from jack assembly.

42. Remove fuel tank strap bolts and vapor canister bracket bolt (Figure 9).

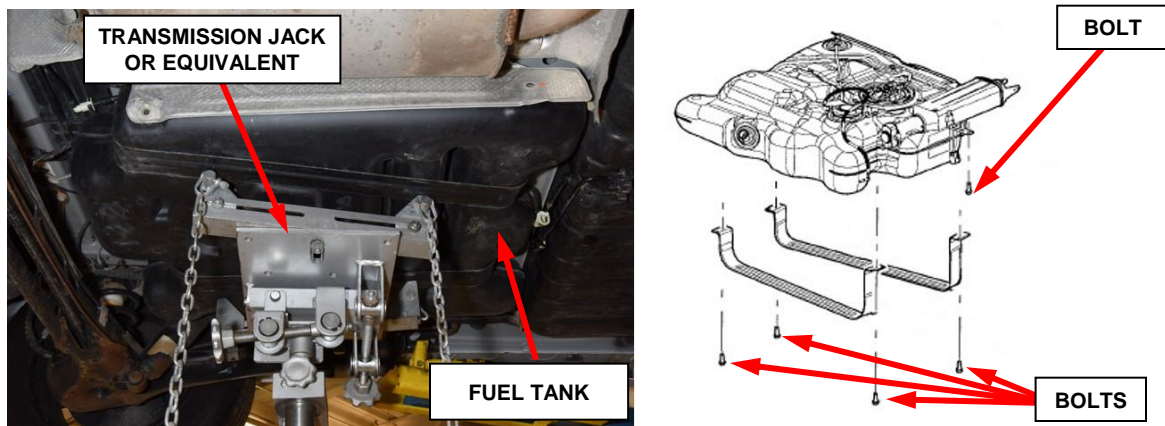


Figure 9 – Fuel Tank and Vapor Canister

43. Partly lower the fuel tank in order to access and disconnect the vapor tube quick connector (Figure 10) and fuel fill hose (Figure 3) from the fuel tank.

NOTE: Brake tube may need to be guided past vapor canister bracket (Figure 7).

44. Remove the fuel tank and vapor canister assembly from the vehicle.

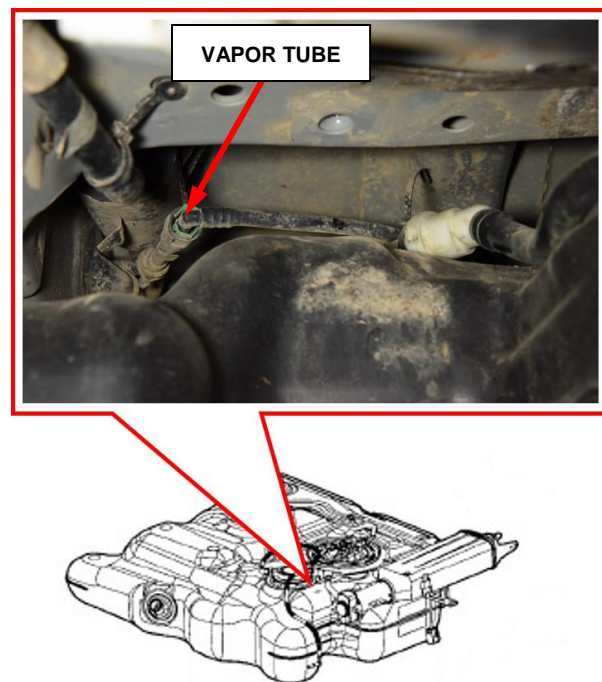
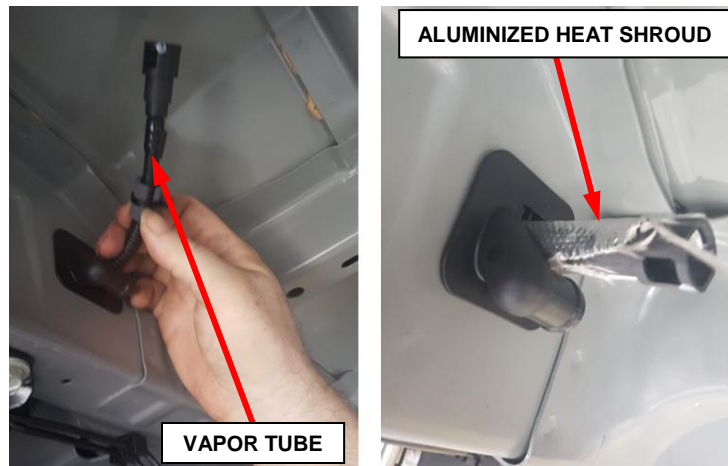


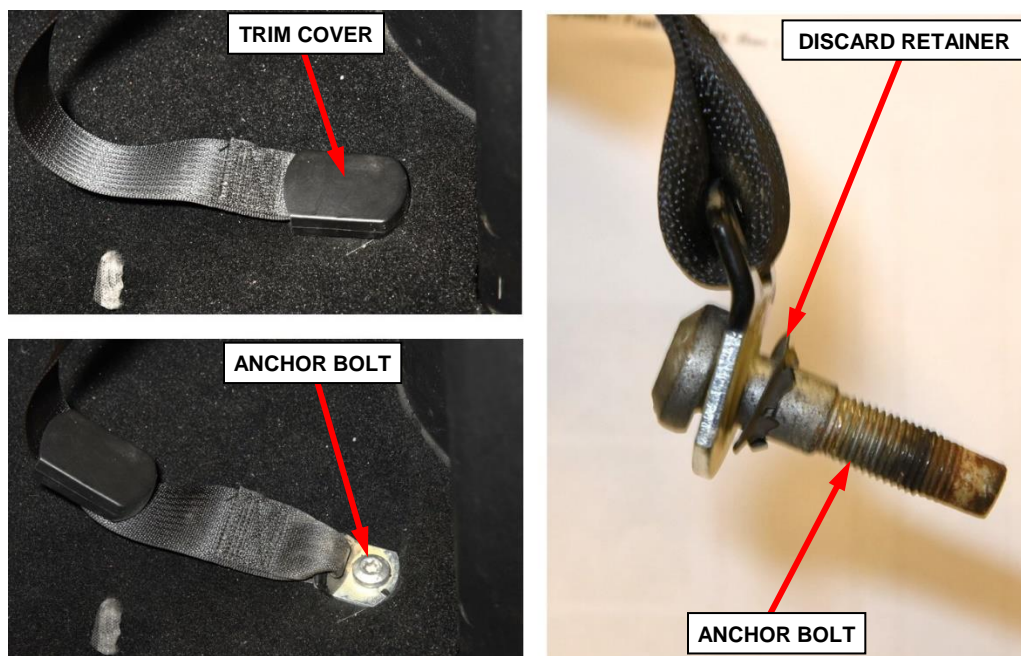
Figure 10 – Vapor Tube

Service Procedure [Continued]

45. Wrap the fuel vapor tube with aluminized heat shroud. Pull tube with heat shroud attached through frame rail sleeve. Ensure heat shroud is providing protection to the vapor tube from both sides of frame rail to protect tube and exposed end of quick connector from grinding and welding sparks (Figure 11).

**Figure 11 – Vapor Tube**

46. Lower the vehicle.
47. Left side 2nd row seatbelt retractor. Release the trim cover from the floor anchor and slide it away from the anchor bolt. Remove and discard the anchor bolt. Position the seat belt anchor out of the way (Figure 12).

**Figure 12 – 2nd Row Seat Belt Anchor**

Service Procedure [Continued]

48. Flip open the closeout panels then remove the two screws on the 3rd row seat trim holding carpet down (Figure 13).

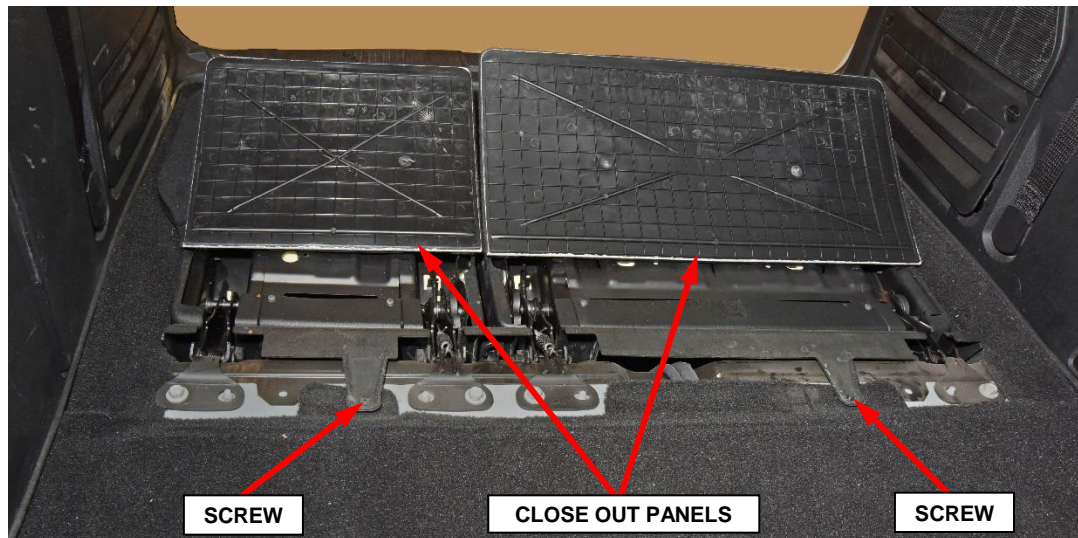


Figure 13 – Carpet Screws

49. Fold the carpet forward out of the way exposing the seat strikers. Stop folding the carpet at the 2nd row stow-n-go trim ring. Do not remove the carpet from the stow-n-go trim rings or from the vehicle (Figure 14).

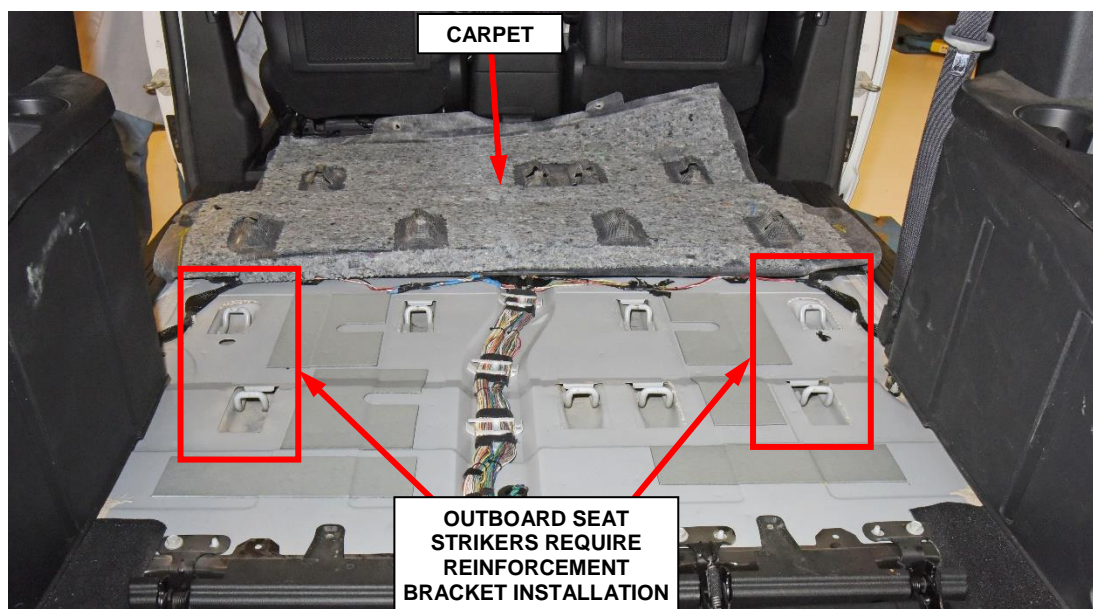


Figure 14 – Carpet

Service Procedure [Continued]

50. Place thermal protection over any wiring that was exposed when carpet is folded back (Figure 15).

NOTE: Ensure the wiring outboard of the front striker is protected in addition to the wiring in the center of the floor.



Figure 15 – Thermal Protection

51. Protect the vehicle interior surfaces with flame retardant blankets. Leave only the outboard seat striker work area exposed (Figure 16).

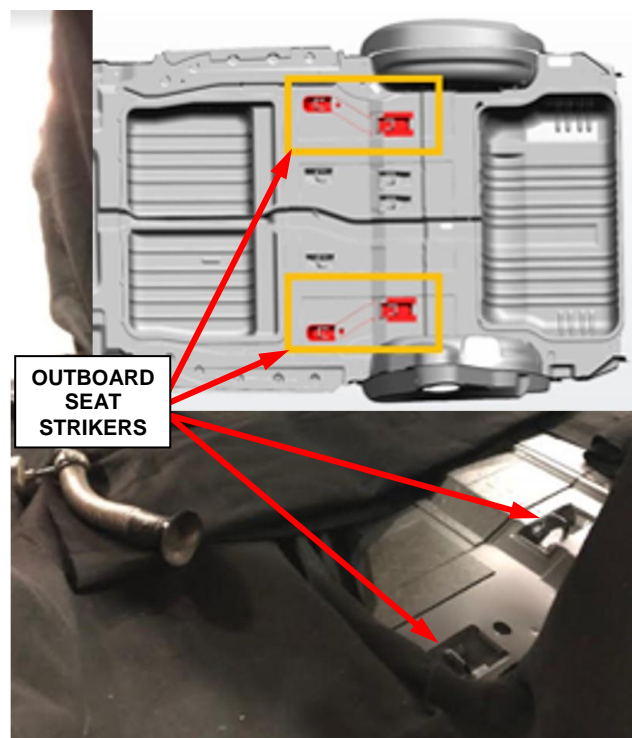


Figure 16 – Protect Interior Surfaces – Leave Outboard Seat Strikers Exposed

Service Procedure [Continued]**B. Repair Process - All Four Outboard Seat Strikers:**

IMPORTANT: The technician performing the welding repair must be an experienced welder and capable of ensuring that the welding procedure specified in this document is correctly performed.

1. Does the vehicle already have seat striker reinforcement brackets welded in place? (Figure 17).
 - For vehicles that already have seat striker reinforcement brackets, over welding of the existing seat striker rod weld will be necessary. Skip forward to **Step 3**.
 - For vehicles without seat striker reinforcement brackets previously installed continue with **Step 2**.



Figure 17 – Reinforcement Bracket Previously Installed

2. Remove the foil patch from under the seat striker rod so the striker reinforcement bracket will sit flush. Clean off any residue from the foil patch (Figure 18).

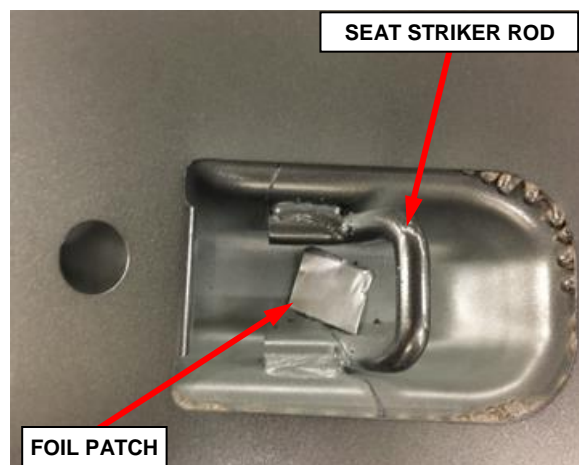


Figure 18 – Foil Patch

Service Procedure [Continued]

NOTE: Use an appropriate method/equipment to help catch and remove grinding and sanding debris in addition to removing the smoke/fumes that occur during the welding process.

3. Prepare the surfaces for welding. Use a wire brush and/or sandpaper to remove the paint and zinc coating from areas to be welded (Figure 19).
 - For vehicles without striker reinforcement brackets previously welded in place, prepare the reinforcement bracket contact areas (**solid yellow lines**) in addition to the seat striker rod weld (**dashed green lines**) area for welding.
 - For vehicles that already have seat striker reinforcement brackets welded in place, only prepare the seat striker rod weld (**dashed green lines**) area for welding.

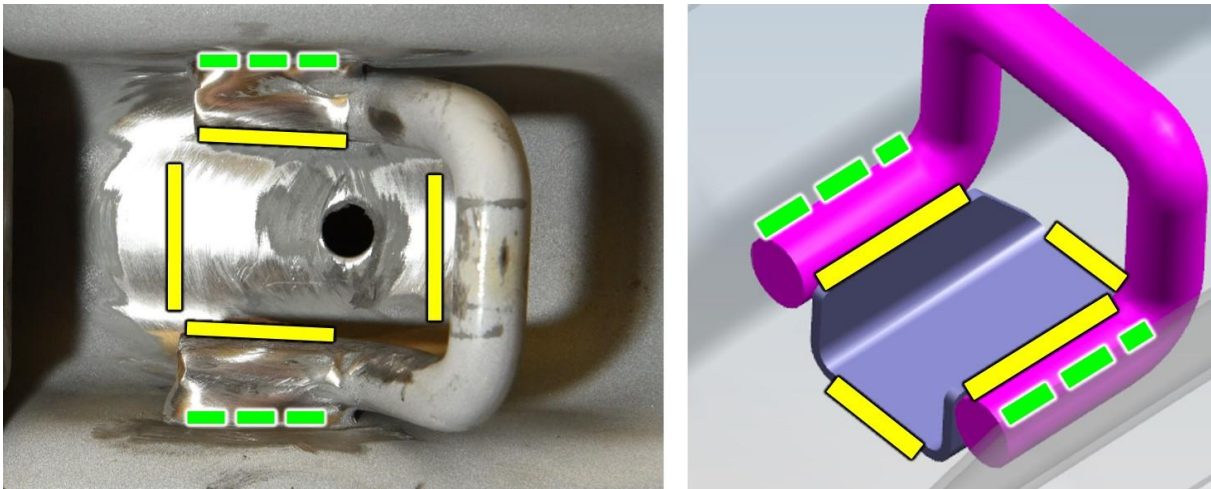
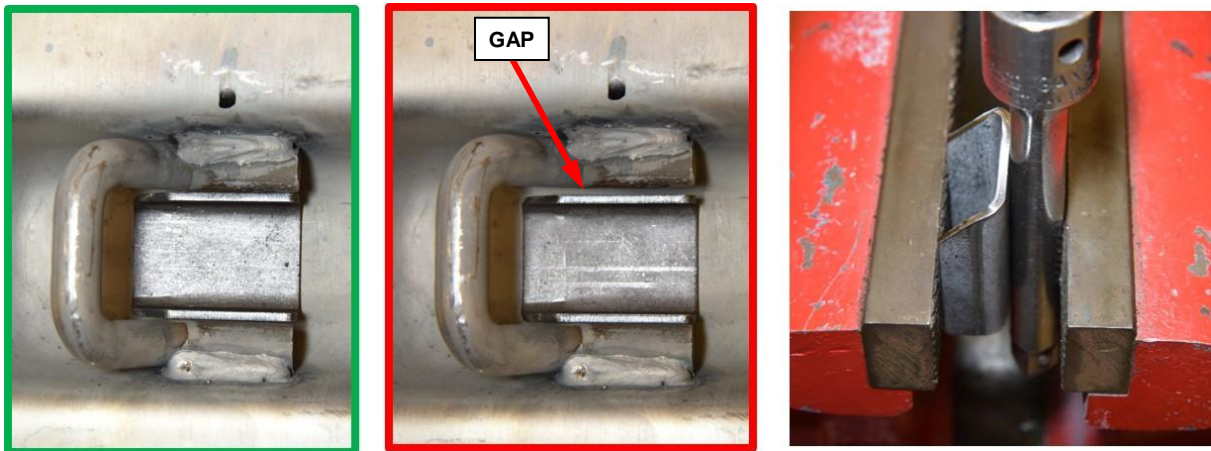


Figure 19 – Remove Paint and Zinc Coating from Weld Areas

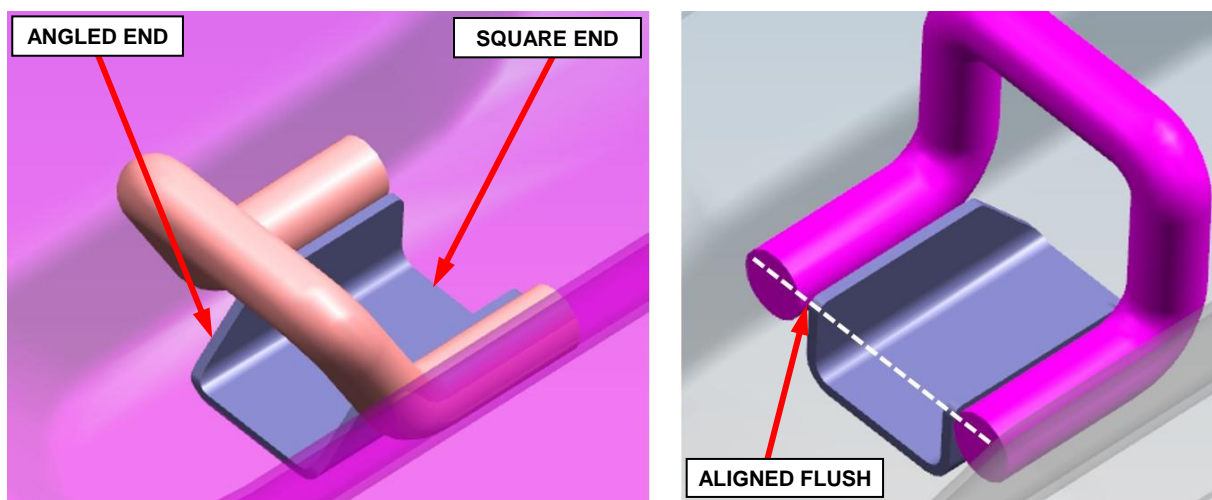
4. Does the vehicle already have seat striker reinforcement brackets welded in place?
 - For vehicles that already have striker reinforcement brackets, over welding of the existing striker rod weld will be necessary. Skip forward to **Step 9**.
 - For vehicles without striker reinforcement brackets previously installed continue with **Step 5**.

Service Procedure [Continued]

5. Dry fit the reinforcement bracket between the seat striker legs. If a gap exists, use a vise and socket extension or equivalent method to flare the bracket width as necessary to achieve a snug fit in the striker pocket for welding (Figure 20).

**No Gap - Proper Fit****Gap - Improper Fit****Adjust Bracket Width****Figure 20 – Test Fit Reinforcement Bracket Between Seat Striker Legs**

6. Check to ensure seat striker reinforcement bracket is installed and positioned correctly as shown. The square end of reinforcement bracket should be aligned with the end of the seat striker rod. The angled end of reinforcement bracket should be located under seat striker rod loop. Verify that the reinforcement bracket sits flush against the bottom of the pocket. (Figure 21).

**Figure 21 – Reinforcement Bracket Properly Positioned for Welding**

Service Procedure [Continued]

NOTE: Use flux-cored arc wire W502 (0.045” or 0.035” Lincoln NR-211-MP). Confirm that welder polarity is set to Direct Current Electrode Negative (DCEN) prior to welding.

Welder Settings for Reinforcement Bracket:

	Reinforcement Bracket Welder Settings	
	0.045" Lincoln NR-211-MP Filler Wire³	0.035" Lincoln NR-211-MP Filler Wire³
Wire Feed Speed (Inches Per Minute)¹	105	190
Welding Current (Amps)	120	145
Voltage (Volts)²	17	15.5
Electrode Stickout (mm)	10 - 12	10 - 12
Travel Speed (Inches Per Minute)	8 - 10 (manual)	8 - 10 (manual)
Wire Position Relative to Joint	Wire Centered in Joint	Wire Centered in Joint

¹ If wire feed speed cannot be set directly, it must be determined prior to welding by depressing the weld gun trigger for 60 seconds and measuring the length of wire that is fed (in inches). Adjust welder settings and repeat this process until the required wire feed speed is achieved for the selected filler wire diameter. Ensure that the ground clamp is not attached to a metallic surface when performing the wire feed speed setting verification.

² If voltage cannot be set directly, adjust welder setting to achieve a short, stable arc.

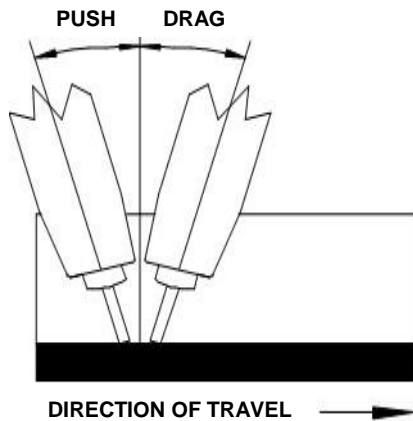
³ Constant Voltage (CV), direct current, electrode negative settings must be used with the flux cored wire specified.

Weld with 1 - 2 mm oscillations to wet in the toe of the weld into the stamping.

At the end of the weld, perform a 3 – 5 mm back step to fill the crater.

Service Procedure [Continued]**Reinforcement Bracket Continued:**

Direction of travel is from the upward bend of striker rod toward the end of the rod (because of joint access). Do NOT weld upward bend of striker rod.



Travel Angle
5 to 10 Degree Drag

Work Angle
45 to 55 Degrees of Horizontal

Figure 22 – Torch Angle

Service Procedure [Continued]**Welder Settings for Seat Striker Rod Over-Weld:**

	Seat Striker Rod Over-Weld Welder Settings	
	0.045" Lincoln NR-211-MP Filler Wire³	0.035" Lincoln NR-211-MP Filler Wire³
Wire Feed Speed (Inches Per Minute)¹	120	190
Welding Current (Amps)	150	145
Voltage (Volts)²	16	15.5
Electrode Stickout (mm)	10 - 12	10 - 12
Travel Speed (Inches Per Minute)	8 - 10 (manual)	8 - 10 (manual)
Wire Position Relative to Joint	One wire diameter into the original weld toe on the stamping (floor) side	One wire diameter into the original weld toe on the stamping (floor) side

¹ If wire feed speed cannot be set directly, it must be determined prior to welding by depressing the weld gun trigger for 60 seconds and measuring the length of wire that is fed (in inches). Adjust welder settings and repeat this process until the required wire feed speed is achieved for the selected filler wire diameter. Ensure that the ground clamp is not attached to a metallic surface when performing the wire feed speed setting verification.

² If voltage cannot be set directly, adjust welder setting to achieve a short, stable arc.

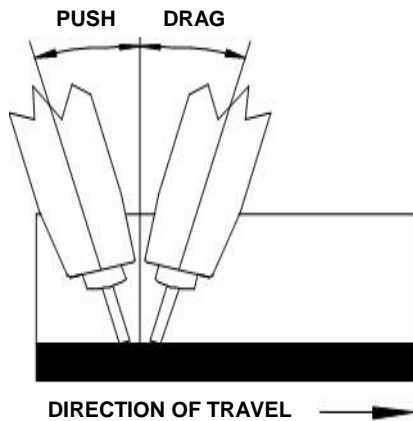
³ Constant voltage (CV), direct current, electrode negative settings must be used with the flux cored wire specified.

Weld with 1 - 2 mm oscillations to wet in the toe of the weld into the stamping.

At the end of the weld, perform a 3 - 5 mm back step to fill the crater.

Service Procedure [Continued]**Seat Striker Rod Over-Weld Continued:**

Direction of travel is from the end of the striker rod toward the upward bend of the rod. Do NOT weld upward bend of striker rod.



Travel Angle
0 to 5 Degree Drag

Work Angle
60 Degrees of Horizontal

Figure 23 – Torch Angle

Service Procedure [Continued]

NOTE: hole in floor pan directly behind 2nd row outboard striker may be used as a welding ground location.

7. Tack weld the seat striker reinforcement bracket to the seat striker rod before starting welding operation to ensure the bracket does not move position.
8. Welding sequence is shown in (Figure 24). Apply a fillet weld along the prepared surface. The weld along the seat striker rod shall begin at the rod end and continue to its bend tangent point.
9. Apply a fillet weld along the prepared surface between the seat striker rod existing weld and the sheet metal of the seat striker cavity. The weld shall begin at the seat striker rod end and continue to its bend tangent point (Figure 25).

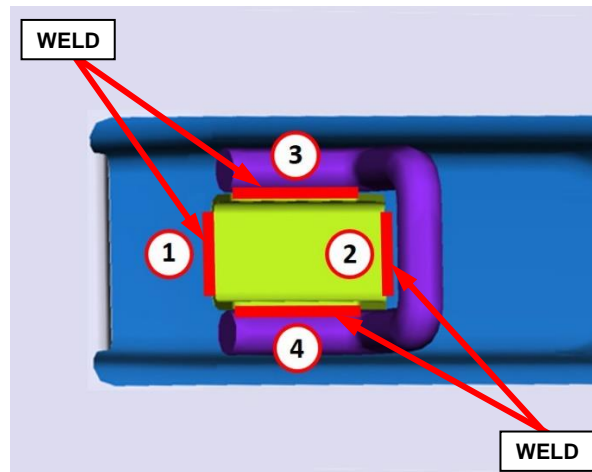


Figure 24 – Reinforcement Bracket Welding Sequence

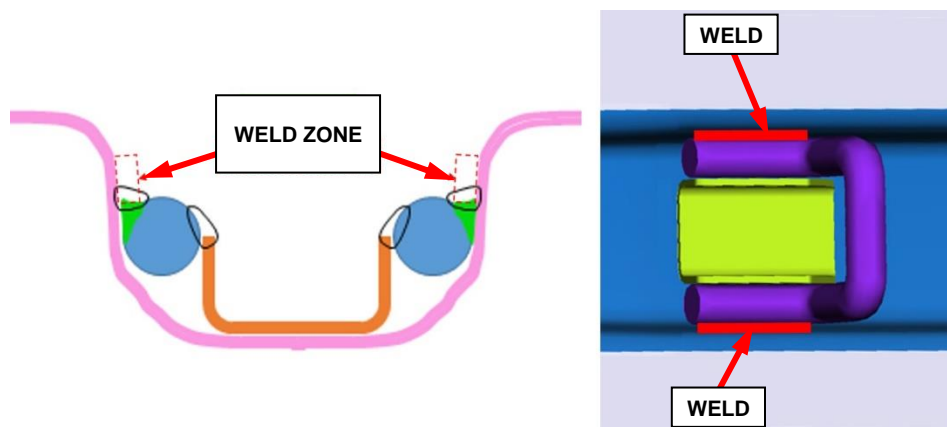


Figure 25 – Seat Striker Rod Weld

Service Procedure [Continued]

10. Using a braided wire brush, clean the welded area to remove slag and spatter, paying special care to clean the mid-section of the striker wire, where a latching mechanism will engage in vehicle service. The seat latch touches front, back, top, and bottom. The full circumference should be checked/cleaned.
11. Remove/clean any debris from the weld area.
12. Perform a visual inspection of the weld. Visual inspection to include:
 - Length of fillet to rod = 25mm min. and length of fillet reinforcement bracket to sheet metal = 20mm min. Over-weld of the original striker wire weld to sheet metal = 25mm.
 - Number of fillets = 4 per reinforcement bracket.
 - Number of fillets = 2 per seat striker rod, overlay beads
 - Visual quality check of fillet welds.
 - Orientation of reinforcement bracket = angle to loop of rod.
 - Surface porosity = no more than 2 pin holes per fillet and diameter not to exceed 1.5mm - No cracks, skips, or burn-through permissible.
 - No weld notch or melt back of base material is permissible.
13. The same welding wire may be used to fill any burn-through hole instances that are smaller than 3mm x 5mm.
14. Scuff the existing and new strikers with a red abrasive scuff pad to ensure paint adhesion.
15. Clean the area to be painted with a wax and grease remover to ensure all dirt has been removed from the application area.
16. Apply Henkel Bonderite adhesion promoter for primer surface preparation:
 - Anti-Corrosion Pen MOPAR part number 06103087AAEnsure ALL reworked areas are covered. Allow a sufficient amount of time to let the area dry before proceeding to next step.

Service Procedure [Continued]

17. Apply PPG epoxy primer per MS.90082, the material is a 2-part air dry.
- Primer is PPG part number DP50LV or equivalent
 - Hardener is PPG part DP401LV or equivalent
 - or
 - Alternative primer option: 3M Weld Thru Coating II - 3M part # 05917

NOTE: Apply primer (spray or using acid brush) to all seven seat striker positions so they match – all seat striker rods the same color.

Ensure ALL reworked areas are covered. Reinstall fuel system components before reinstalling carpet in order to allow sufficient time for primer to dry.

Service Procedure [Continued]

C. Vehicle Reassembly:

1. Raise the vehicle.
2. Remove the aluminized heat shroud from the fuel vapor tube (Figure 11).
3. Using a transmission jack or equivalent, position the fuel tank and vapor canister assembly to the vehicle.

NOTE: Brake tube may need to be guided past vapor canister bracket (Figure 7).

4. Connect the vapor tube quick connector (Figure 10) and fuel fill hose (Figure 3) to the fuel tank (Figure 10).
5. Install the fuel tank strap bolts and vapor canister bracket bolt (Figure 9). Tighten the bolts to 55 N·m (40 ft. lbs.).
6. Remove the transmission jack support from under the fuel tank.
7. Install the exhaust heat shield retainers to the fuel tank (Figure 8).
8. Install the brake tube retainer to the vapor canister bracket (Figure 7).
9. Connect fuel fill vapor hose to the ESIM switch (Figure 6).
10. Connect the electrical connector to the ESIM switch (Figure 6).
11. Remove the protective caps from the fuel and vapor tubes (Figure 5).
12. Connect the quick connect fittings for the fuel tube and evaporator tube (Figure 4).
13. Ensure the fuel hose is fully connected to the fuel tank. Tighten the fuel fill hose clamp to 3 N·m (27 in. lbs.) (Figure 3).
14. Connect the fuel pump electrical connector to the body harness connector (Figure 1).

Service Procedure [Continued]

15. Lower the vehicle.
16. Check to ensure paint around seat strikers is dry.
17. Remove the flame retardant protective blankets from the vehicle interior (Figure 16).
18. Remove any added thermal protection placed over wiring during welding process (Figure 15).
19. Fold the carpet rearward back into place positioning it around the seat strikers. Use a trim stick to tuck carpet back under side panel trim (Figure 14).
20. Install the two screws on the 3rd row seat trim holding carpet down (Figure 13).
21. Install the Left side 2nd row seatbelt anchor using a NEW bolt. Tighten the bolt to 40 N·m (30 ft. lbs.). Install the trim cover over the floor anchor (Figure 12).
22. Connect the positive and negative battery cables to the battery.
23. Close the hood.

NOTE: Verify seats latch and unlatch normally. If necessary, correct any weld spatter or oversized weld beads as needed.

24. **3rd Row:** Place the stow-n-go seats in the customer preferred position.
25. **2nd Row:** Install the bench seat to the vehicle or place the stow-n-go seats in the customer preferred position.
26. Move the front seats to the customer preferred position.
27. Refill the fuel tank with same quantity of fuel removed during tank draining.
28. Start the vehicle to ensure fuel system is working properly and no leaks are detected.
29. Return the vehicle to customer or inventory.

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 numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Remove Fuel Tank and Detrim Interior to Prepare for Welding Operation	23-V9-11-84	1.5 hours

Related Operation:

Weld Left and Right Outboard Seat Striker Reinforcement Brackets and Seat Strikers	23-V9-11-50	1.7 hours
Weld Left and Right Outboard Seat Strikers (Reinforcement Brackets Previously Installed)	23-V9-11-51	1.2 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 11/01/2019 and the remedy was made available on 12/20/2019, therefore, the number of days cannot exceed 49 days.

Vehicle	Average Daily Allowance
2019 (RT) Dodge Grand Caravan	

Add the cost of the recall parts package plus applicable dealer allowance to your claim. In addition, enter "NPN" in the Part Number section of your claim with the applicable Material Allowance where appropriate.

Completion Reporting and Reimbursement [Continued]

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

NOTE: If your dealer is not equipped with the proper welding equipment to complete this recall, please refer to standard sublet procedure and sublet LOPs to utilize in addition to the recall specific LOPs listed above.

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

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, 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 ^[1] 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 ^[2] 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 to submit your reimbursement request online. ^[3]
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.

[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.