



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 13, 2020

Ms. Jennifer Shute  
Sr Mgr Safety Recall Execution  
Chrysler (FCA US LLC)  
800 Chrysler Drive  
CIMS 482-00-91  
Auburn Hills, MI 48326

NEF-150DM  
20V-396

**Subject:** Brand Emblem and Securing Nuts May be Projectiles

Dear Ms. Shute:

This letter serves to acknowledge Chrysler (FCA US LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHRYSLER/TOWN AND COUNTRY/2008-2010  
DODGE/GRAND CARAVAN/2008-2010  
DODGE/NITRO/2007-2011

**Mfr's Report Date:** July 7, 2020

**NHTSA Campaign Number:** 20V-396

**Components:**

AIR BAGS:FRONTAL:DRIVER SIDE INFLATOR MODULE  
STEERING:WHEEL AND HANDLE BAR

**Potential Number of Units Affected:** 925,239

**Problem Description:**

Chrysler (FCA US LLC) is recalling certain 2008-2010 Chrysler Town and Country and Dodge Grand Caravan and 2007-2011 Dodge Nitro vehicles. These vehicles may have a loose or missing brand emblem in the center of the steering wheel. The loose emblem or the securing nuts for the emblem within the driver air bag module may become projectiles in the event of a driver air bag deployment.

**Consequence:**

Projectiles as a result of driver air bag deployment in the event of a crash can increase the risk of injury.

**Remedy:**

Chrysler will notify owners, and dealers will replace the driver's air bag cover with a redesigned cover, free of charge. The recall is expected to begin August 26, 2020. Owners may contact FCA US LLC customer service at 1-800-853-1403. Chrysler's number for this recall is W09.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement