



Revision 1 September 2021

Dealer Service Instructions for:

# Safety Recall Y47 / NHTSA 21V-516

## Windshield Adhesion

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**NOTE: The NOTE in the Completion Reporting and Reimbursement section has been updated.**

### Remedy Available

**2020-2021 (LX) Chrysler 300**

**2020-2021 (LD) Dodge Charger**

**2020-2021 (LA) Dodge Challenger**

**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 clear coat paint on about 22,100 of the above vehicles may be non-conforming which may lead to inadequate front windshield adhesion to the vehicle body. A windshield that is not adequately retained to the vehicle in a crash may increase the risk of injury to the occupants.

**Subject [Continued]**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 49 CFR 571.212 S5 states that, "When the vehicle travelling longitudinally forward [...] impacts a fixed collision barrier that is perpendicular to the line of travel of the vehicle [...] the windshield mounting of the vehicle shall retain not less than the minimum portion of the windshield periphery specified in S5.1 and S5.2." 49 CFR 571.212 S5.1 states that vehicles "shall retain not less than 50 percent of the portion of the windshield periphery on each side of the vehicle longitudinal centerline." Vehicles built with non-conforming clear coat may not retain the windshield as required.

**Repair**

Remove and replace the front windshield urethane sealant.

**Alternate Transportation**

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that windshield remove and reinstallation is required and the vehicle must be held overnight.



## **Service Procedure**

### **Remove Trim**

**NOTE:**

- Urethane adhesives are applied as a system. Use glass cleaner, glass prep solvent, glass primer, PVC (vinyl) primer and pinch weld (fence) primer provided by the adhesive manufacturer. If not, structural integrity could be compromised.
- FCA US LLC does not recommend glass adhesive by brand. Technicians should review product labels and technical data sheets, and use only adhesives that their manufacturer's warrant will restore a vehicle to the requirements of FMVSS 212. Technicians should also insure that primers and cleaners are compatible with the particular adhesive used.
- Be sure to refer to the urethane manufacturer's directions for curing time specifications, and do not use adhesive after its expiration date.

**Service Procedure [Continued]**

1. Partially lower the windows.
2. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable.
3. Using a small flat bladed tool, release the clips (2) on each side of the upper mirror trim (1) and rotate the upper mirror trim downward to remove (Figure 1). Challenger shown, Charger and 300 similar.



**Figure 1 – Upper Mirror Trim**

4. Using a small flat bladed tool, release the tabs (2) and lower the lower mirror trim and remove (Figure 2). Challenger shown, Charger and 300 similar.



**Figure 2 – Lower Mirror Trim**

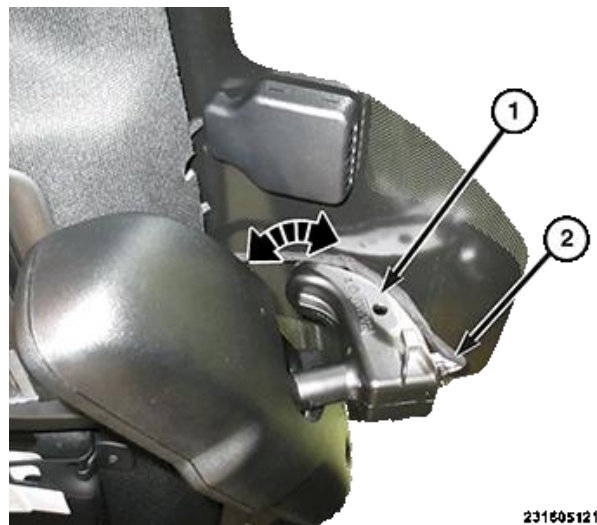
**Service Procedure [Continued]**

5. The lower mirror trim (2) is shown removed, pry tab(s) (1) outward to release (Figure 3).



**Figure 3 – Lower Mirror Trim Tabs**

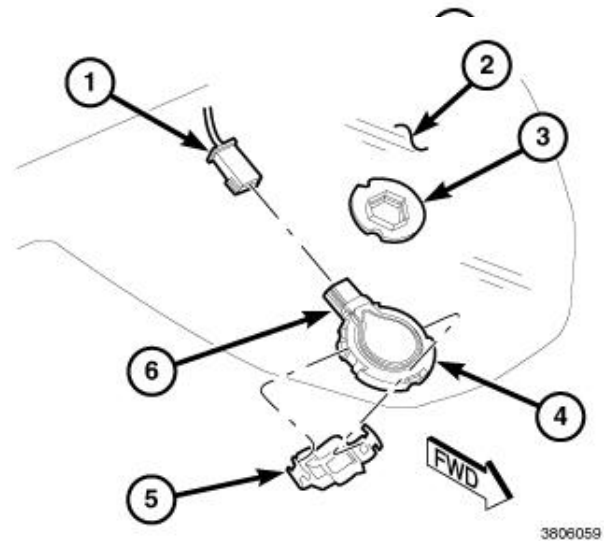
6. Disconnect the wire harness connector (2) from the mirror (Figure 4). Challenger shown, Charger and 300 similar.



**Figure 4 – Harness Connector**

**Service Procedure [Continued]**

7. Disconnect the wire harness connector (1) from the connector receptacle for the Light Rain Sensor Module (LRSM) (6), using care not to dislodge the sensor from the glass, if equipped (Figure 5).



**Figure 5 – Harness Connector**

8. Remove the forward facing camera, if equipped (Charger and 300) (Figure 6).

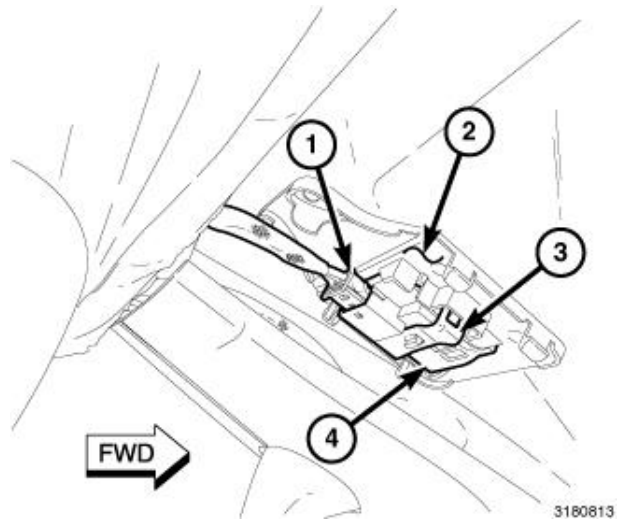


**Figure 6 – Forward Facing Camera Module**

**Service Procedure [Continued]**

**NOTE: Use care when removing the humidity sensor. The humidity sensor bracket cannot be serviced separately from the windshield. If the sensor bracket becomes damaged, the windshield will need to be replaced.**

9. Disconnect the wire harness connector (1) from the humidity sensor, if equipped (Figure 7).



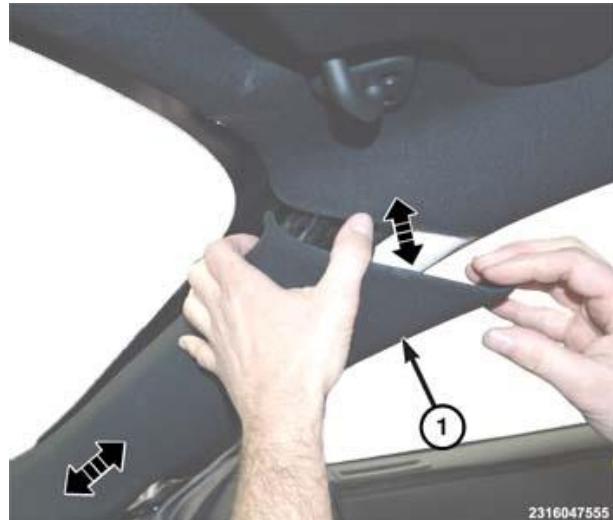
**Figure 7 – Humidity Sensor**

10. Grasp the mirror (1) by the base and rotate it clockwise approximately 90 degrees and remove (Figure 4). Challenger shown, Charger and 300 similar.

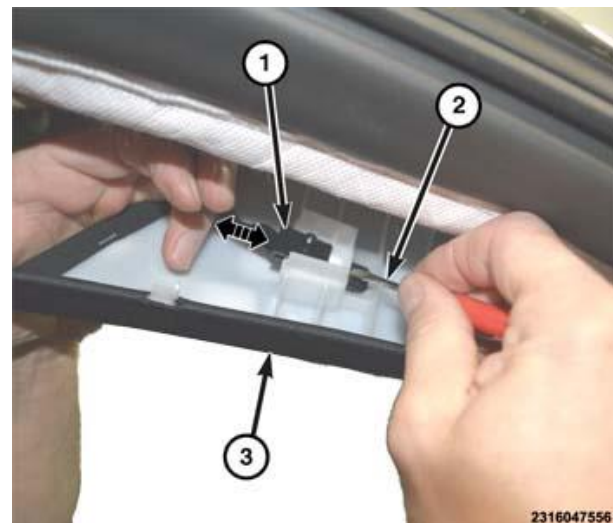


**Service Procedure [Continued]**

11. By hand, pull at the top of the A-pillar trim panel (1) and release it from the body. Do not remove the A-pillar trim (Figure 8).
12. Pull the A-pillar trim panel upward to separate it from the instrument panel.

**Figure 8 – A-pillar Trim**

13. Using a flat bladed tool (2), press the tab to disengage the tether (1) and slide it out of A-pillar trim panel (3) (Figure 9).
14. Open the hood.

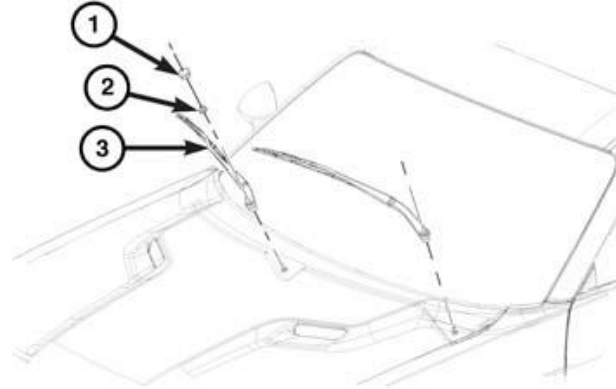
**Figure 9 – A-pillar Trim Tether**

**Service Procedure [Continued]**

15. Lift the wiper arm and blade (3) to its over-center position to hold the wiper blade from the glass and relieve the spring tension on the wiper arm to pivot shaft connection (Figure 10).

16. Carefully pry the plastic nut cap (1) from the nut (2) on the pivot end of the wiper arm (Figure 10).

17. Remove the nut (2) that secures the wiper arm to the wiper pivot shaft (Figure 10).

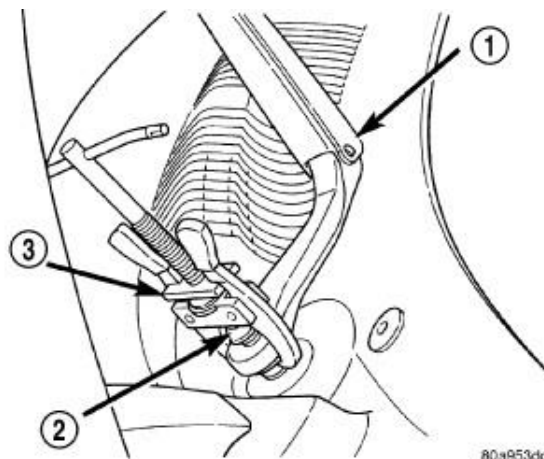


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**Figure 10 – Wiper Arms**

18. If necessary, use a suitable battery terminal puller (3) to disengage the wiper arm (1) from the wiper pivot shaft (2) (Figure 11).

19. Remove the wiper arm pivot end from the wiper pivot shaft.

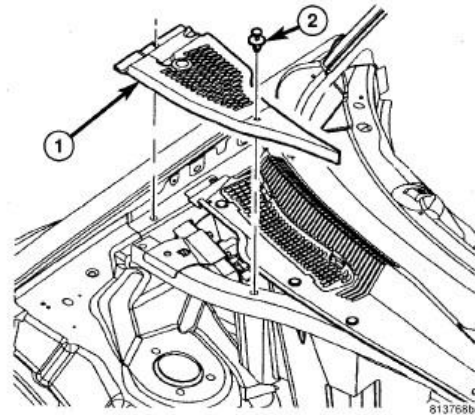


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**Figure 11 – Battery Terminal Puller**

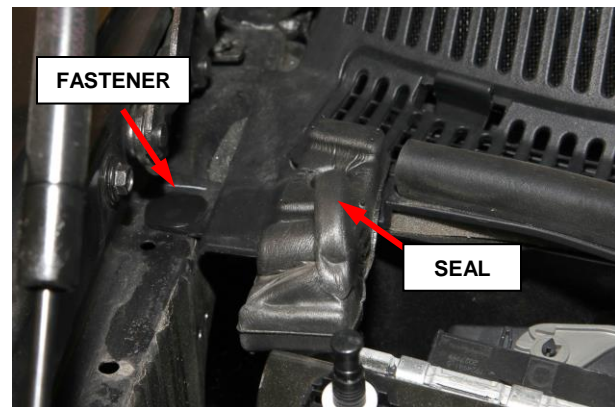
**Service Procedure [Continued]**

20. Remove the cowl panel cover fastener and the cowl top panel (Challenger) (Figure 12).



**Figure 12 – Cowl Top Panel**

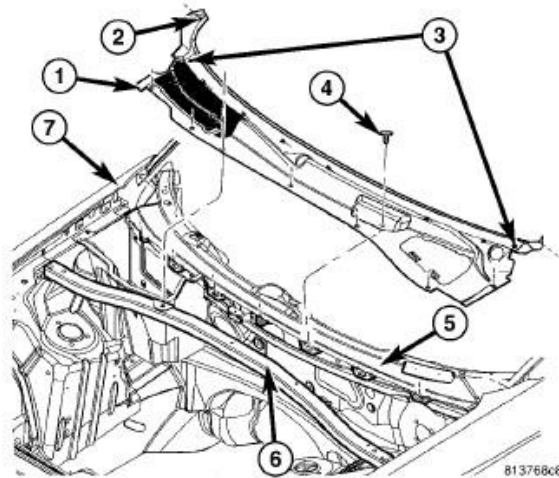
21. Rotate the seal 90 degrees to access cowl panel fastener (Challenger) (Figure 13).



**Figure 13 – Cowl Panel Fastener and Seal**

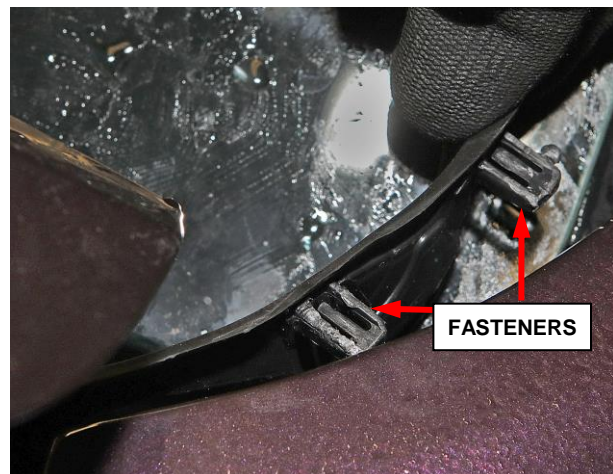
**Service Procedure [Continued]**

22. Remove the barbed fasteners (2) from the corner on each side of the cowl panel cover to the fender (Challenger) (Figure 14).



**Figure 14 – Cowl Panel Cover Fasteners (Challenger)**

23. Remove the fasteners from the corners on each side of the cowl panel cover to the fender (Charger and 300) (Figure 15).



**Figure 15 – Cowl Panel Cover Fasteners (Charger and 300)**

24. Disengage the two 1/4-turn fasteners (3) that secure the cowl panel cover (1) to the dash panel (5) (Challenger) (Figure 14).
25. Remove the fir tree fasteners (4) (quantity of eight on Challenger, nine on Charger and 300) that secure the cowl panel cover (1) to the dash panel (5) (Figure 14).
26. Release the retaining clips and remove the cowl top panel (1) (Figure 14).

**Service Procedure [Continued]**

**Remove Windshield**

**CAUTION:** To reduce the chances of windshield breakage, the use of a rotating wire windshield removal tool is required (Figure 16).



**Figure 16 – Rotating Wire Windshield Removal Tool**

**CAUTION:** Be careful not to damage painted surfaces when removing moldings or cutting urethane around the windshield.

**CAUTION:** Protect all painted and trimmed surfaces from coming in contact with urethane or primers.

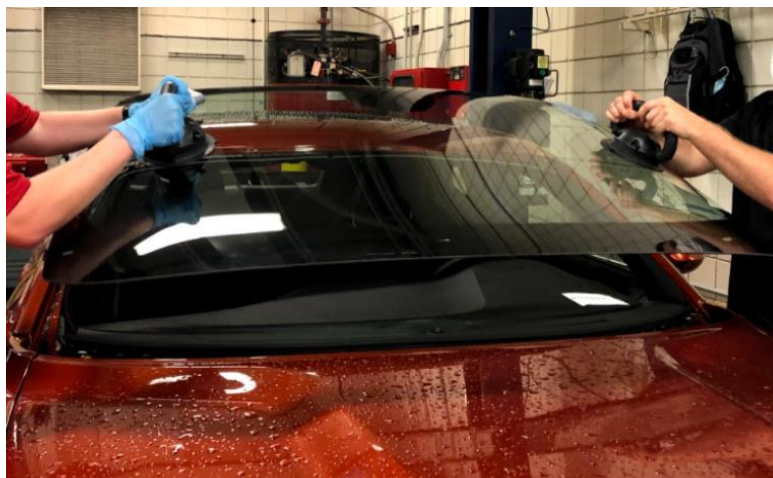
**Service Procedure [Continued]**

27. Close the hood. With a grease pencil or tape, mark the location of the windshield to the body. Using a rotating wire glass extraction tool or equivalent, cut and separate the urethane adhesive securing the windshield to the windshield fence. Make sure that the wire is under the lace molding (Figure 17).



**Figure 17 – Rotating Wire Removal System**

28. Using appropriate tools, carefully remove the windshield from the vehicle (Figure 18).



**Figure 18 – Windshield Removal**

**Service Procedure [Continued]****Prepare Body and Windshield**

**CAUTION:** To help prevent water leaks, partially roll down the left and right door glass before installing the windshield. This avoids pressurizing the passenger compartment if a door is slammed before the urethane is cured.

29. Examine the removed glass. If there is no damage, it is to be reused. The lace molding can be replaced separately.

**NOTE:** Mark the end locations of the lace molding on the glass on both sides. The old lace molding can be removed along with the old urethane.

30. Remove the lace molding from the edge of the windshield. Usually it will pull right off, but if it is embedded too deeply in the urethane, the use of a razor cutting tool may be helpful (Figure 19).



**Figure 19 – Remove Old Lace Molding**

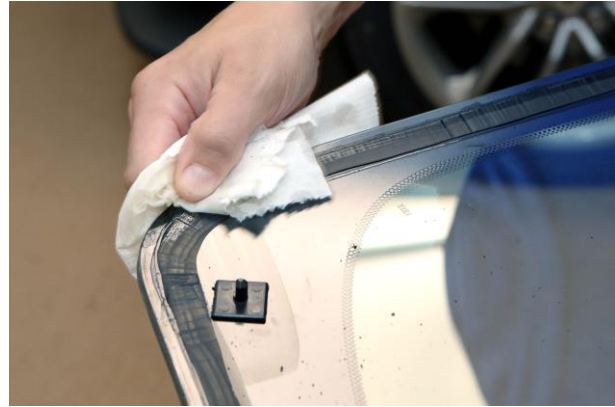
31. Remove any remaining adhesive from the old lace molding (Figure 20).



**Figure 20 – Remove Lace Molding Adhesive**

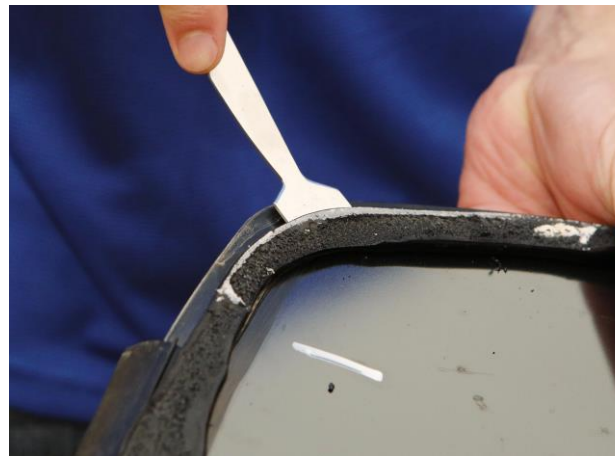
**Service Procedure [Continued]**

- 32. Clean the edge of the glass where the lace molding adheres with isopropyl alcohol (Figure 21).



**Figure 21 – Remove Lace Molding Adhesive Residue**

- 33. Remove the original urethane, leaving 1mm of thickness on the glass surface using a razor cutting tool. It is easiest to start the removal at a corner of the windshield (Figures 22-24).



**Figure 22 – Windshield Preparation**



**Figure 23 – Windshield Preparation**



**Figure 24 – Windshield Preparation**



**Service Procedure [Continued]**

34. Place tape over the VIN tag. Cover the dash pad, interior, and the edge of the headliner, and tape off the windshield fence on the body surrounding the urethane bead (Figure 25).



**Figure 25 – Protect Adjacent Surfaces**

35. Starting in a convenient spot, use a razor knife to cut across the urethane bead down to, but not through, the painted surface. Lift the cut edge of the bead with a scraper, and pull the urethane bead from the body by hand. If the bead breaks, begin again with procedure above until all of the urethane is removed from the body (Figure 26).



**Figure 26 – Windshield Preparation**

**Service Procedure [Continued]**

- 36. Remove any damaged adhesive backed spacers.
- 37. Use a 180-240 grit ScotchBrite 3M Roloc disk to remove any remaining urethane that could not be removed in step 36 (Figure 27).



**Figure 27 – Windshield Preparation**

- 38. Using 180 grit sandpaper, scuff the windshield flange. Do not remove the clear coat or paint. This will provide a better bite for the new bead of urethane. Do not sand the other fence surfaces, but only those that will receive a bead of urethane.
- 39. Clean the windshield flange of loose debris.
- 40. Install new spacers as required (Challenger shown, Charger and 300 similar) (Figure 28).



**Figure 28 – Windshield Spacers**

- 41. Install a new lace molding along the outside edge of the windshield, assuring that the ends of the new molding match the marks made on the original glass during removal.

**Service Procedure [Continued]****Install Windshield**

**WARNING:** Do not use solvent based glass cleaners to clean the windshield before applying glass prep and primer or poor glass adhesion may result.

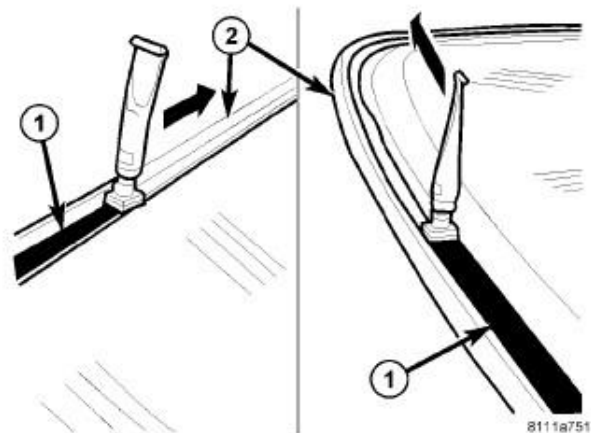
42. Clean the inside of the windshield with an ammonia based glass cleaner and a lint-free cloth.

**NOTE:** Always use matching brand chemical products for windshield replacements. Do not mix brands.

**NOTE:** Always follow the manufacturer's agitation requirements prior to application.

**NOTE:** The following steps for priming the glass apply to NEW windshield installations only.

43. If installing a NEW windshield, using a single step primer like Sika Primer 207, Betaprime 5504g, or equivalent, apply glass primer 25 mm (1 in) wide (1) around the perimeter of the windshield (2) and 5 mm (0.2 in) from the edge of the glass. Allow at least three minutes drying time (Figure 29).



**Figure 29 – Primer**

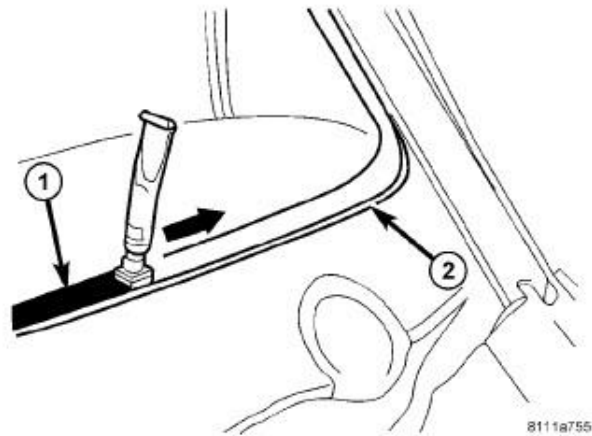
44. Using a flashlight, verify that the primer is completely and evenly installed along the perimeter of the windshield.
45. Re-prime any area that is not fully and evenly primed.

**Service Procedure [Continued]**

46. Clean the windshield fence with isopropyl alcohol and a lint-free cloth.

**NOTE: Sika Primer 207 requires Sika Aktivator Pro and Betaprime 5504g requires two coats of product when used on the metal body flange.**

47. Using a single step primer like Sika Primer 207, Betaprime 5504g or equivalent, apply pinch weld primer to the entire bonding flange (1) around the windshield fence (2). Allow at least three minutes drying time (Figure 30).



**Figure 30 – Pinch Weld Primer**

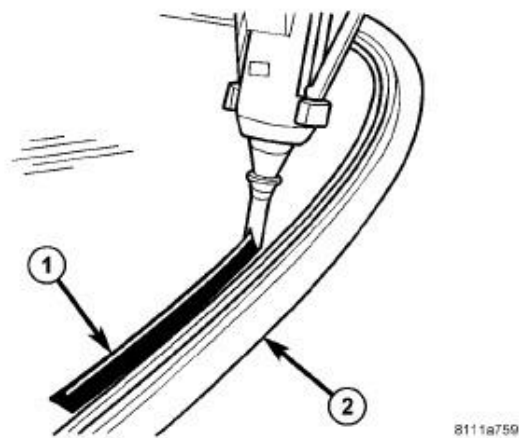
48. If using Betaprime 5504g, apply a second coat.

49. Using a flashlight, verify that the primer is completely and evenly installed along the windshield fence.

50. Remove windshield opening and dash coverings and tape.

**CAUTION: Always apply the bead of adhesive to the windshield. Always install the windshield within 5 minutes after applying the adhesive.**

51. Using Sikatack Mach 30, (Sikatack Safe 30 if Safelite is performing the installation), Betaseal Xpress 30, or equivalent, apply approximately a 7 mm (0.275 in) wide by 13mm (0.511 in) high bead of adhesive (1) with a triangular nozzle approximately 6 mm (0.230 in) from the edge of the glass starting at the bottom center of the windshield (Figure 31).



**Figure 31 – Urethane Bead**

**Service Procedure [Continued]**

52. Run the end of the adhesive bead on the windshield parallel to the start of the bead and smooth the ends flush.
53. Using an assistant, position the windshield over the windshield opening.
54. Using the grease pencil marks or tape as reference points, align the windshield to the windshield opening.
55. Carefully lower the windshield into the windshield opening. Guide the windshield and the lace molding into its proper location.

**CAUTION: It is not possible to move the windshield after installation. The windshield should never be pressed into place by more than one person, because the windshield can break if pressed simultaneously on both sides.**

56. Push the windshield inward until the windshield comes into contact with the retainers located on the windshield fence.

**Install Trim**

57. Open the hood. Position the cowl cover panel (1) and engage the retainer clips (Figure 14).
58. Install the fir tree fasteners (4) (quantity of eight on Challenger, nine on Charger and 300) that secure the cowl panel cover (1) to the dash panel (5) (Figure 14).
59. Secure the two 1/4-turn fasteners (3) that secure the cowl panel cover (1) to the dash panel (5) (Challenger) (Figure 14).
60. Install the fasteners (2) in the corners on each side (Charger and 300) (Figure 15).
61. Install the fasteners from the corners on each side of the cowl panel cover to the fender (Charger and 300) (Figure 15).

**Service Procedure [Continued]**

62. Install the barbed fasteners (2) to the corner on each side of the cowl panel cover to the fender (Challenger) (Figure 14).
63. Rotate the seal 90 degrees to cover cowl panel fastener (Challenger) (Figure 13).
64. Install the cowl panel cover fastener and the right side seal (Challenger) (Figure 12).

**NOTE: Be certain that the wiper motor is in the park position before attempting to install the wiper arms. Transition the ignition switch to the On status and move the multifunction switch control knob to turn the wiper motor On, then turn it back to the Off position. Wait until the wiper pivot shafts stop moving, then transition the ignition switch back to the Off status. The wiper motor is now in the park position.**

**NOTE: The right and left wiper arms are not interchangeable. The right wiper arm pivot end is identified with a letter P (Passenger) and the left is identified with a letter D (Driver). Be certain that each wiper arm is installed on the proper wiper pivot.**

65. The wiper arm and blade (3) must be indexed to the pivot shaft with the wiper motor in the park position to be properly installed. Loosely position the wiper arm pivot end onto the wiper pivot shaft so that the wiper blade is aligned with the appropriate wiper alignment line, which is a mark located just below the upper margin of the lower windshield blackout area (Figure 10).
66. Once the wiper blade is aligned, push the pivot end of the arm down firmly and evenly over the pivot shaft until it is fully engaged.
67. Install and tighten the nut (2) that secures the wiper arm to the pivot shaft. Tighten the nut to 24 N·m (18 ft. lbs.) (Figure 10).
68. Wet the windshield glass, then operate the wipers. Turn the wiper switch to the Off position, then check for correct wiper blade alignment and readjust as required.
69. Install the plastic nut cap (1) onto the wiper arm mounting nut (Figure 10).

**Service Procedure [Continued]**

70. Close the hood.
71. Seat the tether (1) by sliding it into the A-pillar trim panel (3) (Figure 9).
72. Place the A-pillar trim panel in position to the instrument panel and push downward (Figure 8).
73. Push at the top of the A-pillar trim panel (1) and attach it to the body (Figure 8).
74. Place the rear view mirror (1) onto the mirror button (Challenger shown, Charger and 300 similar) (Figure 4).

**NOTE: The mirror must be fully seated onto the button before rotating.**

75. Grasp the mirror by the base and rotate it approximately 90 degrees counter-clockwise until the mirror locks into place. DO NOT touch the lens (Figure 4).

**NOTE: Use care when installing the humidity sensor and connector. The humidity sensor bracket cannot be serviced separately from the windshield. If the sensor bracket becomes damaged, the windshield will need to be replaced.**

76. Is the original windshield being reused?
  - Yes, see step 79.
  - No, see step 77.
77. When installing a new windshield, transfer the humidity sensor from the original windshield. Using a small screwdriver or similar tool, carefully disengage the metal retaining clip (3) from the sensor bracket (2) and remove the humidity sensor (4) and the clip as an assembly (Figure 7).
78. Carefully engage the metal retaining clip (3) to the sensor bracket (2) and install the humidity sensor (4) and the clip as an assembly on the new windshield (Figure 7).
79. Connect the wire harness connector (1) to the humidity sensor (Figure 7).

**Service Procedure [Continued]**

80. Install the forward facing camera, if equipped (Charger and 300) (Figure 6).
81. Connect the wire harness connector (2) (Figure 4).

**CAUTION:** The Light Rain Sensor Module (LRSM) is equipped with a clear, silicone gelatin (SilGel) adhesive membrane that serves as an optical coupler between the sensor and the windshield glass. Extreme care must be exercised to protect this membrane from contamination before it is installed in the vehicle. The LRSM should always be serviced only in a dust-free environment. Do not touch the membrane with your fingers or tools. The membrane should only come into contact with the clean and dry inside surface of the glass within the mounting bracket bonded to the windshield. If contaminated, clean any foreign material from the windshield glass using rubbing alcohol and a lint-free cloth. A contaminated SilGel membrane will negatively impact LRSM performance.

**CAUTION:** When installing the Light Rain Sensor Module (LRSM) it is necessary to minimize air pockets trapped between the SilGel membrane and the windshield glass. Excessive air pockets will negatively impact LRSM performance. It is important to adhere to the procedure steps in a deliberate manner to achieve satisfactory results.

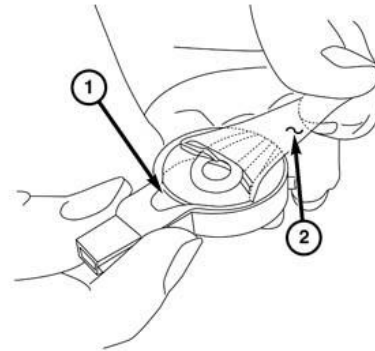
**CAUTION:** To avoid excessive air pockets, do not try to install the spring steel retaining strap until AFTER the Light Rain Sensor Module (LRSM) has been successfully positioned to the glass within the mounting bracket bonded to the windshield.

82. Is the original windshield being reused?
  - Yes, see step 97.
  - No, see step 83.
83. When reusing the original LRSM on a new windshield, the silicone gelatin (SilGel) adhesive membrane pad **MUST** be removed, discarded and replaced with a new unit.



**Service Procedure [Continued]**

84. Carefully peel away the old silicone gelatin adhesive membrane pad (2) from the windshield (optics) side of the LRSM (1) (Figure 32).



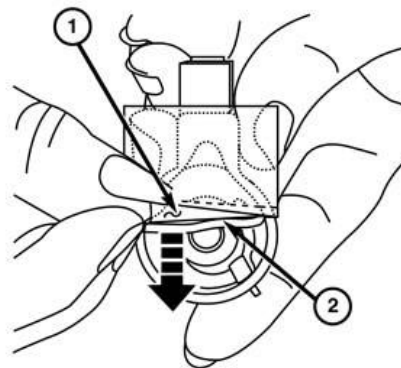
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**Figure 32 – Membrane Removal**

85. Thoroughly clean the windshield (optics) side of the LRSM using isopropyl alcohol and a clean, lint-free cloth.

86. Using care not to contaminate, touch or damage the replacement pad, peel off the yellow protective foil on the new membrane.

87. Looking through the transparent protective film (1), align and center the replacement pad (2) over the windshield (optics) side of the LRSM. Then use a slow, smooth and deliberate motion to roll the pad on the windshield (optics) side of the LRSM (Figure 33).



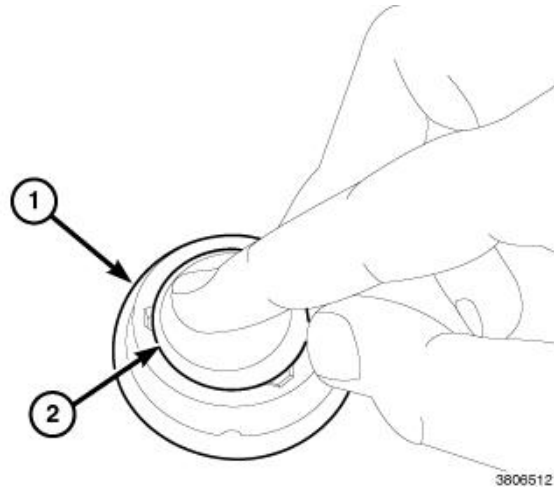
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**Figure 33 – Membrane Installation**

88. With the transparent protective film still in place, use a thumb and a firm wiping motion to press the entire surface pad against the windshield (optics) side of the LRSM.

**Service Procedure [Continued]**

89. To avoid contamination or damage of the replacement pad, do not remove the transparent protective film until just before installing the LRSM to the windshield.
90. Grasp the LRSM (2) by the connector receptacle between your thumb and middle finger. Place your index finger on the back of the LRSM at the point opposite the connector receptacle (Figure 34).
91. Align the LRSM with the mounting bracket (1) bonded onto the inside of the windshield glass near the inside rear view mirror mounting button (Figure 34).

**Figure 34 – Handling LRSM**

92. Slowly insert the LRSM into the mounting bracket at a slight angle so that the edge of the module nearest the tip of your index finger makes the initial contact with the windshield glass (Figure 34).
93. Using a slow, deliberate motion and light pressure, draw your index finger across the back of the LRSM toward the connector receptacle until the SilGel adhesive membrane pad is in full contact with the windshield glass.
94. Engage one side of the spring steel retaining strap (5) into the groove on one side of the LRSM mounting bracket (4) on the inside of the windshield glass (2) (Figure 5).
95. Depress the opposite side of the retaining strap over the LRSM firmly and evenly until it fully engages the groove of the mounting bracket with an audible click.

**Service Procedure [Continued]**

96. Looking through the windshield from outside the vehicle, inspect the SilGel adhesive membrane pad for air pockets. If air pockets are observed, let the vehicle stand for about four hours at room temperature to allow the air pockets to dissipate. If an adhesive void (air pocket) greater than about 1 millimeter (0.04 inch) is observed, replace the flawed SilGel adhesive membrane pad with a new unit.
97. Connect the wire harness connector (1) to the LRSM connector receptacle (6) (Figure 5).
98. Install the lower mirror trim (1) from the bottom. Make sure the tab(s) (2) engage fully (Challenger shown, Charger and 300 similar) (Figures 2 and 3).
99. Insert the bottom of the upper mirror trim (1) and rotate upward to engage the tabs (2) (Challenger shown, Charger and 300 similar) (Figure 1).
100. Connect the negative battery cable. If equipped with an IBS, connect the IBS connector.
101. If equipped with a forward facing camera (sales code LMS), connect the wiTech 2 and start the vehicle (Charger and 300).
102. Navigate to the “Misc Functions” menu under the FFCM and select the drive calibration routine.
103. The screen will now prompt you to drive the vehicle for calibration. The vehicle needs to be driven at speeds of 65 km/h (40 mph) and in the straightest road condition possible. You need a lane with lines (dashed or solid) on both sides of the vehicle. This averages to roughly ten minutes of drive time, terrain permitting.
104. After the FFCM learns the calibration the scan tool FFCM view will show calibrated.
105. Service calibration Diagnostic Trouble Codes (DTCs) should be in the stored status at this point. Erase the FFCM DTCs.

**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.

**NOTE: For repairs being sublet to a third party facility, please submit claims using both primary operations. LOP 23Y47183 will be paid the full amount as the causal LOP, while 23Y47182 will need to be inserted on the claim at no charge as a **second condition**. Use 97756555 to insert your sublet bill amount. Authorization may be required.**

Use the following labor operation numbers and time allowances:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Prepare Body for Windshield Reseal and/or Replacement; Includes Glass Removal and Installation by Dealership Technician (LD) Charger and (LX) 300 (LA) Challenger	23-Y4-71-82 23-Y4-71-82	2.0 hours 2.1 hours
Prepare Body for Windshield Reseal and/or Replacement Only; Glass Removal and Installation Sublet to 3rd Party (LD) Charger, (LX) 300, (LA) Challenger	23-Y4-71-83	0.6 hours
Forward Facing Camera Equipped (LD/LX Models Only)	23-Y4-71-60	0.5 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

**Completion Reporting and Reimbursement [Continued]**

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 07/14/2021 and the remedy was made available on 09/10/2021, therefore, the number of days cannot exceed 58 days.

Vehicle	Average Daily Allowance
2020 - 2021 Dodge Challenger	██████
2020 - 2021 Dodge Charger	██████
2020 - 2021 Chrysler 300	██████

**Completion Reporting and Reimbursement [Continued]**

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

In addition, enter “MATL” in the Part Number section of your claim with the applicable Material Allowance where appropriate.

**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

Y47/NHTSA 21V-516

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 Y47.

# IMPORTANT SAFETY RECALL

## Windshield Adhesion

Dear [Name],

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

FCA US has decided that certain [2020 and 2021 Model Year (LX) Chrysler 300, (LA) Dodge Challenger and (LD) Dodge Chargers] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 49 CFR 571.212 S5 which states that "When the vehicle travelling longitudinally forward [...] impacts a fixed collision barrier that is perpendicular to the line of travel of the vehicle [...] the windshield mounting of the vehicle shall retain not less than the minimum portion of the windshield periphery specified in S5.1 and S5.2." 49 CFR 571.212 S5.1 states that vehicles "shall retain not less than 50 percent of the portion of the windshield periphery on each side of the vehicle longitudinal centerline." Vehicles built with non-conforming clear coat may not retain the windshield as required.

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?

Your vehicle [1] may have been built with non-conforming clear coat paint which may lead to inadequate front windshield adhesion to the vehicle body. **A windshield that is not adequately retained to the vehicle in a crash may increase the risk of injury to the occupants.**

#### 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 remove and replace the front windshield urethane sealant. The estimated repair time is 4 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 after September 13, 2021 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](http://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](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.