



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 29, 2024

Ms. Karen Blaesser
Sr. Manager - Campaign Administration & Execution
Chrysler (FCA US, LLC) (Stellantis)
1000 Chrysler Drive
Auburn Hills, MI 48326

NEF-107ES
24V-238

Subject: Windshield May Detach During A Crash/FMVSS 212

Dear Ms. Blaesser:

This letter serves to acknowledge Chrysler (FCA US, LLC) (Stellantis)'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/PACIFICA/2024
CHRYSLER/VOYAGER/2024

Mfr's Report Date: March 28, 2024

NHTSA Campaign Number: 24V-238

Components:

VISIBILITY:WINDSHIELD:CRITICAL FASTENERS

Potential Number of Units Affected: 223

Problem Description:

Chrysler (Stellantis) is recalling certain 2024 Pacifica and Voyager vehicles. The windshield may not have been properly bonded to the vehicle, allowing it to detach during a crash. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 212, "Windshield Mounting."

Consequence:

A windshield that detaches from the vehicle during a crash can increase the risk of injury.

Remedy:

Dealers will replace the windshield, free of charge. Owner notification letters are expected to be mailed May 17, 2024. Owners may contact Stellantis customer service at 1-800-853-1403. Stellantis' number for this recall is 25B.

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.nhtsa.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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Chrysler (FCA US, LLC) (Stellantis)'s contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement