

Part 573 Safety Recall Report

24V-238

Manufacturer Name : Chrysler (FCA US, LLC) (Stellantis)

Submission Date : MAR 28, 2024

NHTSA Recall No. : 24V-238

Manufacturer Recall No. : 25B



Manufacturer Information :

Manufacturer Name : Chrysler (FCA US, LLC) (Stellantis)

Address : 800 Chrysler Drive
CIMS 482-00-91 Auburn Hills MI
48326-2757

Company phone : 1-800-853-1403

Population :

Number of potentially involved : 223

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2024 MY Chrysler Pacifica vehicles may have been built with inadequate front windshield adhesion to the vehicle body.

The suspect period began on December 21, 2023, when the first vehicle was produced using incorrect masking tape in the windshield area, and ended on January 4, 2024, when the incorrect masking tape was removed from the paint repair process. The suspect period was determined using vehicle production records.

Similar vehicles not included in the recall were manufactured outside the suspect period or built without masking the windshield area.

The total affected vehicles for this model is 143.

Production Dates : DEC 21, 2023 - JAN 04, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2024-2024 Chrysler Voyager

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2024 MY Chrysler Voyager vehicles may have been built with inadequate front windshield adhesion to the vehicle body.

The suspect period began on December 26, 2023, when the first vehicle was produced using incorrect masking tape in the windshield area, and ended on January 4, 2024, when the incorrect masking tape was removed from the paint repair process. The suspect period was determined using vehicle production records.

Similar vehicles not included in the recall were manufactured outside the suspect period or built without masking the windshield area.

The total affected vehicles for this model is 80.

Production Dates : DEC 26, 2023 - JAN 04, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Noncompliance :

Description of the Noncompliance : Federal Motor Vehicle Safety Standard ("FMVSS") 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 using incorrect masking tape may not retain the windshield as required.

FMVSS 1 : 212 - Windshield mounting

FMVSS 2 : NR

Description of the Safety Risk : A windshield that is not adequately retained to the vehicle in a crash may increase the risk of injury to the occupants.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Scotch Masking Tape 2800

Component Description : Masking Tape

Component Part Number : 3M ID 7100194288

Supplier Identification :

Component Manufacturer

Name : 3M

Address : 3M Center

223-3S-33 St Paul Minnesota 55144-1000

Country : United States

Chronology :

- On January 13, 2024, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization was notified of a potential issue related to some Chrysler Pacifica/Voyager vehicles built with windshields that may have low adhesion characteristics to the vehicle body.
- From January 13, 2024, through February 28, 2024, FCA US TSRC conducted an analysis of the vehicle build history and determined that the affected vehicles may have been built with windshields with low adhesion to the vehicle body.
- On February 28, 2024, the FCA US TSRC organization recognized a vehicle build issue existed on certain vehicles that can lead to the front windshield not adhering to the vehicle body, potentially resulting in a noncompliance with FMVSS No. 212.
- On March 21, 2024, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

Description of Remedy :

Description of Remedy Program : FCA US will conduct a voluntary safety recall on all affected vehicles to replace the windshield with approved standard service procedures using the properly formulated materials.

FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

How Remedy Component Differs from Recalled Component : The masking tape used during paint repair left a chemical residue that is incompatible with the windshield adhesive, which impaired adhesion. The remedy is to properly adhere the windshield to the body.

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : **03/28/2024: FCA US will notify dealers and begin notifying owners on or about 05/17/2024.

Planned Dealer Notification Date : MAY 17, 2024 - MAY 17, 2024

Planned Owner Notification Date : MAY 17, 2024 - MAY 17, 2024

* NR - Not Reported