

# Part 573 Safety Recall Report

# 24V-793

**Manufacturer Name :** Chrysler (FCA US, LLC)**Submission Date :** OCT 24, 2024**NHTSA Recall No. :** 24V-793**Manufacturer Recall No. :** A8B**Manufacturer Information :**

Manufacturer Name : Chrysler (FCA US, LLC)

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

Company phone : 1-800-853-1403

**Population :**

Number of potentially involved : 26

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2023 Chrysler Voyager

Vehicle Type :

Body Style : VAN

Power Train : NR

**Descriptive Information :** Some 2020-2021 and 2023 MY Chrysler Voyager vehicles may have been built with an improperly secured Curtain Airbag ("CAB") connector.

The suspect period began on August 20, 2020, when the first suspect 2020 MY vehicle was produced, and ended on January 9, 2023, when the last suspect vehicle was produced. The suspect population was determined using warranty repair records.

Similar vehicles not included in this recall were built with proper CAB connector securement.

The total affected vehicles for this model is 3.

Production Dates : AUG 20, 2020 - JAN 09, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2020-2023 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2020-2023 MY Chrysler Pacifica vehicles may have been built with an improperly secured Curtain Airbag ("CAB") connector.

The suspect period began on September 22, 2020, when the first suspect 2020 MY vehicle was produced, and ended on May 11, 2023, when the last suspect vehicle was produced. The suspect population was determined using warranty repair records.

Similar vehicles not included in this recall were built with proper CAB connector securement.

The total affected vehicles for this model is 23.

Production Dates : SEP 22, 2020 - MAY 11, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Noncompliance :

Description of the Noncompliance : FMVSS 571.214 and FMVSS 571.226 requires CAB airbag deployment during certain crashes. An improperly secured CAB connector may prevent the airbag from deploying in those crashes.

FMVSS 1 : 214 - Side impact protection

FMVSS 2 : 226 - Ejection mitigation

Description of the Safety Risk : A CAB that does not deploy when intended may increase the risk of occupant injury in certain types of crashes.

Description of the Cause : NR

Identification of Any Warning that can Occur : None prior to failure. An airbag warning light will illuminate if the condition is present.

## Involved Components :

Component Name 1 : BODY WIRING HARNESS

Component Description : BODY WIRING HARNESS

Component Part Number : Please see attached titled "FCA US LLC Recall Part Numbers-A8B-RU Wiring Harness-10242024.pdf"

**Supplier Identification :****Component Manufacturer**

Name : DELPHI PACKARD ELECTRIC SYSTEMS

Address : AV. ALAMO # 80, COL. PROVILEON  
LINARES Foreign States 67755

Country : Mexico

**Chronology :**

Between November 2020 and September 2023, ten 2020-2023 MY Chrysler Pacifica and 2020-2021 and 2023 MY Chrysler Voyager vehicles were found with a disconnected CAB connector at dealers and were repaired under warranty prior to sale to the first purchaser.

The FCA US LLC ("FCA US") Customer Experience ("CX") organization conducted ongoing routine reviews of warranty repair claims and identified sixteen additional warranty claims, indicating that this issue was potentially showing a trend.

On January 16, 2024, the FCA US Technical Safety and Regulatory Compliance ("TSRC") organization was notified by the FCA US CX organization of a potential issue related to Curtain Airbag ("CAB") connectors that may not be fully engaged on some 2020-2023 MY Chrysler Pacifica and 2020-2021 and 2023 MY Chrysler Voyager vehicles.

From January 2024, through June 2024, FCA US TSRC reviewed warranty data, field records, and customer assistance records to understand potential customer consequence.

From June 2024, through September 2024, FCA US TSRC and FCA US Manufacturing met regularly to review manufacturing processes, parts control procedures, and shipping records to understand the scope of the issue. The data showed that the 26 known warranty claims is the total population of affected vehicles.

On September 25, 2024, FCA US TSRC organization recognized a vehicle CAB connector assembly issue existed on certain vehicles related to partial engagement of the connectors, potentially resulting in a noncompliance with FMVSS No. 214 and FMVSS No. 226.

On October 17, 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 : All vehicles in this recall have been remedied by properly securing the CAB connector. Warranty records show these repairs occurred between October 22, 2020, and November 22, 2023.

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 : This recall is not related to a part defect but rather an assembly issue where the CAB connector may not have been fully engaged. The remedy is to ensure that the connector is fully engaged.

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

## Recall Schedule :

Description of Recall Schedule : \*\*10/24/2024: FCA US will notify dealers on or about 10/31/2024 and begin notifying owners on or about 11/07/2024.

Planned Dealer Notification Date : OCT 31, 2024 - OCT 31, 2024

Planned Owner Notification Date : NOV 07, 2024 - NOV 07, 2024

\* NR - Not Reported