



## **New Safety Recall Advanced Communication – 25B**

FCA US LLC (FCA US) has announced a safety recall on certain 2024 model year (RU) Chrysler Pacifica and Chrysler Voyager vehicles.

VINs identified as being involved in this campaign are currently live and searchable.  
**Stop sale is in effect for the above-identified vehicles.**

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

**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. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

### **REASON FOR THIS SAFETY RECALL**

Some of the above vehicles may have been built with 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.

The condition described above does not comply with 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.

### **SERVICE ACTION**

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. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 2nd Quarter of 2024.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations  
FCA US LLC