SAFETY RECALL
NORTH AMERICA
Windshield Bonding

Reference: 25B / NHTSA 24V-238

FCA US LLC

Remedy available for

2024 (RU) Chrysler Pacifica/Voyager

Template Version 1.0

Revision	Edition	Detail
0	April 2024	Initial Version.

SYMPTOM DESCRIPTION

About 223 of the above vehicles may have been built with inadequate front windshield adhesion to the vehicle body. A windshield that detaches from 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.

SCOPE

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

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.
- Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.
- Dealers should also perform this recall on vehicles in for service.

Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

Remove the front windshield, prepare the vehicle body per the service procedure, and install a new windshield.

ALTERNATE TRANSPORTATION

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if the vehicle must be held overnight.

COMPLETION REPORTING / 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.

Use the following labor operation numbers and time allowances:

NOTE: For repairs being sublet to a third-party facility, please submit claims using both primary operations. LOP 23-25-B1-83 will be paid the full amount as the causal LOP, while 23-25-B1-82 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.

Labor Description	Number	Hrs
Prepare Vehicle Body for Windshield Replacement; Includes Glass Removal and Installation by Dealership Technician.	23-25-B1-82	2.3
Prepare Vehicle Body for Windshield Replacement Only; Glass Removal and Installation Sublet to 3rd Party.	23-25-B1-83	0.6

Related Operation	Number	Hrs
Rain Sensor Equipped	23-25-B1-60	0.2
PHEV Equipped	23-25-B1-61	0.6

Labor Description	Number	Allowance
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

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 04/04/2024 and the remedy was made available on 04/23/2024, therefore, the number of days cannot exceed 19 days.

Vehicle	Average Daily Allowance
2024 (RU) Chrysler Pacifica/Voyager	[redacted]

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

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

PARTS INFORMATION

Part No.	Qty.	Part Name
68579883AA		Windshield, with Sales Code GAK
68579885AA		Windshield without Sales Code GAK
68488349AA		Rain Sensor Gel Pack, with Sales Code JHC (as needed)

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

All vehicles will require:

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software
NPN	Common Glass Removal Tools

Hybrid Vehicles will also require:

Number	Description
2035100082	Covers, HEV Battery Terminal
126-1587	Meter, Fluke

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 / 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.

SERVICE PROCEDURE

Figure 1 – Common glass tools needed to remove Stationary Glass

1 – Extractor® Express™ or equivalent, equipped with flat blade

2 – Rotating Wire Removal System

3 – Two handled wire type cut out tool

4 – Cold knife equipped with a 25 mm (1.0 in.) blade or a 38 mm (1.5 in.) blade

5 – Long knife

A. Vehicle Disassembly

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.

1. Partly lower the door windows
2. **NON-Hybrid Vehicles:** If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first. Then disconnect and isolate the battery negative cable.
3. **Hybrid Vehicles:** Power down the 12-volt system, refer to the detailed procedures available in DealerCONNECT > Service Library > under: **08 - Electrical / Standard Procedure / Low Voltage - 12 Volt Power Down** and remove the high voltage battery service disconnect **08 – Electrical / Battery System / Disconnect, Service High Voltage / Removal and Installation**.

   Ensure the vehicle ignition is in the OFF position.

4. Using a trim stick or equivalent, release the clips on the mirror upper trim and remove the upper trim. (Figure 2).

   NOTE: If necessary, rotate the mirror downward for trim removal.

5. Using a trim stick or equivalent, release the clips and remove the mirror lower trim (Figure 2).

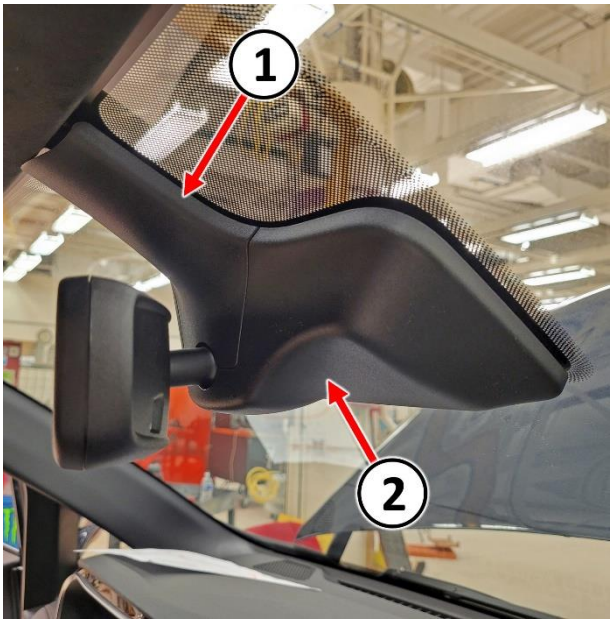

Figure 2 – Mirror Trim

1 - Mirror Upper Trim

2 - Mirror Lower Trim

6. Disconnect the electrical connector from the Forward Facing Camera Module (FFCM) (Figure 3).

7. If equipped with Light Rain Sensor Module (LRSM), disconnect the wire harness connector from the rain sensor (Figure 3).

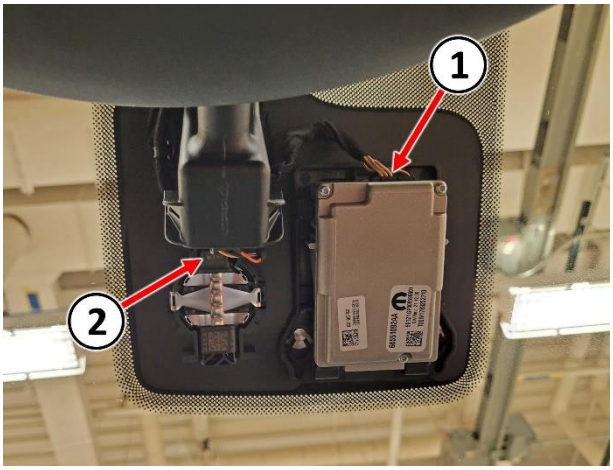

Figure 3 – Electrical Connectors

1 - FFCM Wire Harness Connector

2 - Rain Sensor Wire Harness Connector

8. Grasp the rear view mirror by the base and rotate it clockwise approximately 90 degrees around the button connection point and remove (Figure 4).

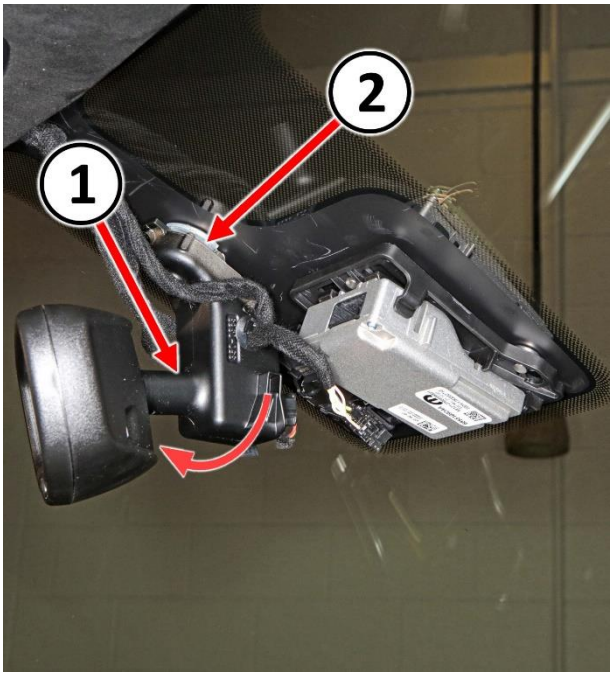

Figure 4 – Mirror Removal

1 - Mirror Base

2 - Mirror Button Connection

9. Allow mirror to hang from remaining wires (Figure 5).

Figure 5 – Mirror

1 - Mirror

10. Slide FFCM and bracket assembly up toward the vehicle roof to disconnect bracket from pins on windshield (Figure 6).

11. If equipped with LRSM, insert the tip of a small screwdriver into the rectangular cutout on one side of the spring steel retaining strap on the LRSM and carefully pry the end of the strap closest to the glass away from the groove in the mounting bracket on the windshield. Now rotate the loose side of the strap away from the glass far enough to disengage the other side of the strap from the mounting bracket groove (Figure 6).

12. If equipped with LRSM, firmly grasp the connector receptacle of the LRSM to pull the module away from the windshield glass and the mounting bracket (Figure 6).

    NOTE: The silicone gelatin (also known as SilGel) adhesive membrane pad between the LRSM and windshield will be replaced.

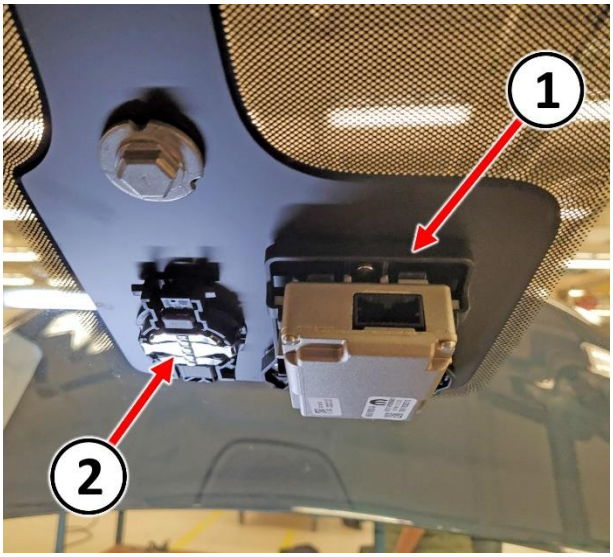

Figure 6 – FFCM and LRSM

1 - Forward Facing Camera Module (FFCM)

2 - Light Rain Sensor Module (LRSM)

13. Remove the A-Pillar trim from the right and left sides:

    a) If equipped with a grab handle, use a trim stick or equivalent, remove the cover. (Figure 7).

    b) If equipped with a grab handle, remove the two bolts. (Figure 7).

    c) By hand, pull at the top of the A-pillar trim panel working towards the bottom releasing the retaining clips (Figure 7).

    d) If the A-pillar trim has a tether, use a flat bladed tool to press the tether tab to disengage the tether and slide it out of A-pillar trim panel.

    e) Lift the A-pillar trim panel upward and remove it from the instrument panel (Figure 7).

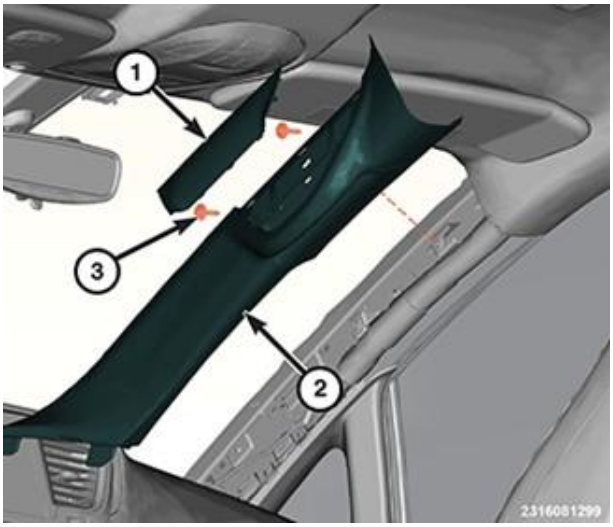

Figure 7 – A-Pillar Trim Panel

1 - Cover
2 - A-Pillar Trim Panel
3 - Bolts

14. Remove the plastic caps from the wiper arm (Figure 8).

15. Remove the front wiper arm nut (Figure 8).

16. Lift the front wiper arm 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.

17. Using a slight rocking action, remove the wiper arm (Figure 8).

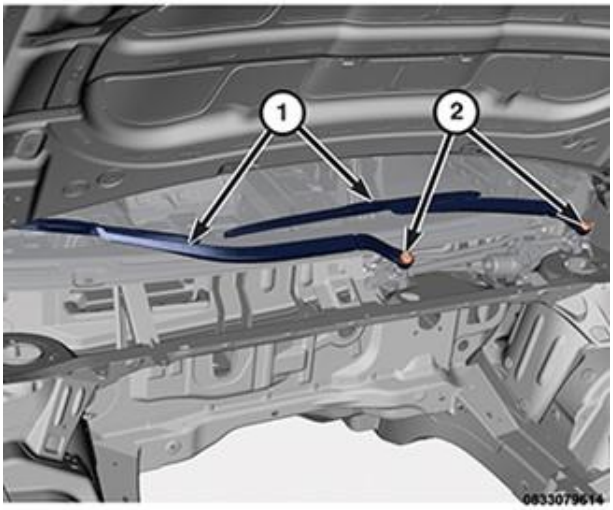

Figure 8 – Front Wiper Arms

1 - Front Wiper Arms
2 - Front Wiper Arm Caps and Nuts

18. Using a trim stick C-4755 or equivalent, release the cowl end cap fasteners from the fender edge (Figure 9).

19. Push down and inward to release the cowl panel end cap rear hook from the fender edge (Figure 9).

20. Remove the cowl panel end caps from the vehicle (Figure 9).

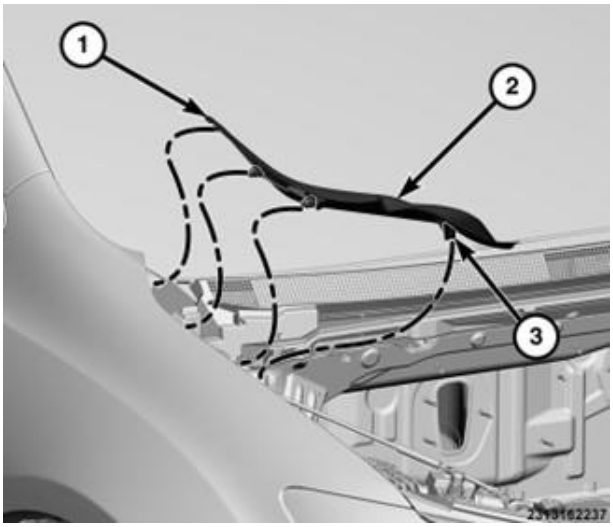

Figure 9 – Cowl Panel End Caps

1 - End Cap Rear Hook
2 - Cowl Panel End Caps
3 - End Cap Fasteners

21. Release the fasteners securing the stuffer to the cowl. First begin with releasing the fastener furthest from the fender then second the fastener closest to the fender (Figure 10).

22. Release the from stuffer tab from under the fender then remove the stuffer from the vehicle (Figure 10).

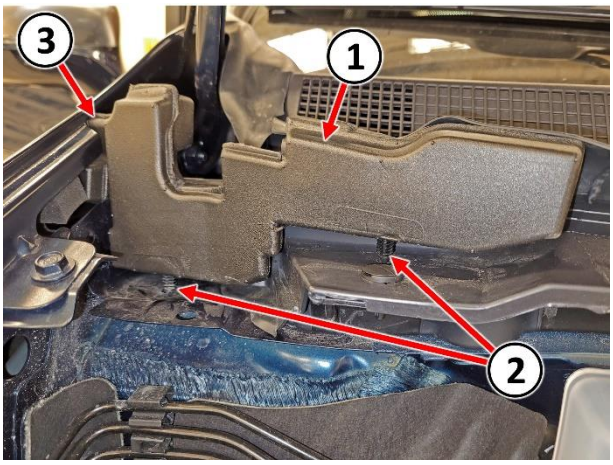

Figure 10 – Foam Stuffer

1 - Stuffer
2 - Fasteners
3 - Stuffer Tab

23. Remove the four push pin fasteners (Figure 11).

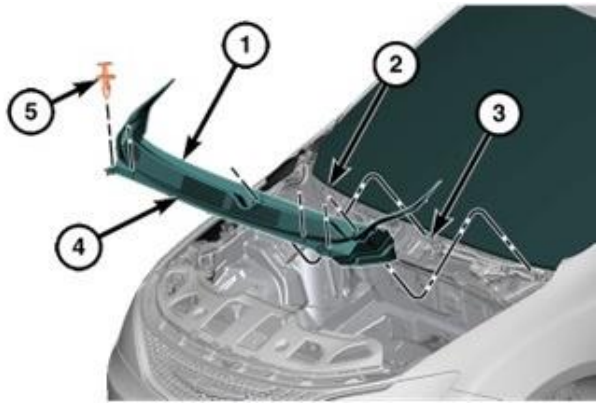

Figure 11 – Cowl Panel

1 - Cowl Panel Cover
2 - Edge of Windshield
3 - Wiper Arm Pivots
4 - Cowl Panel Cover Edge
5 - Push Pin Fasteners

24. Pull the front of the cowl panel cover forward and release the front tabs (Figure 12).

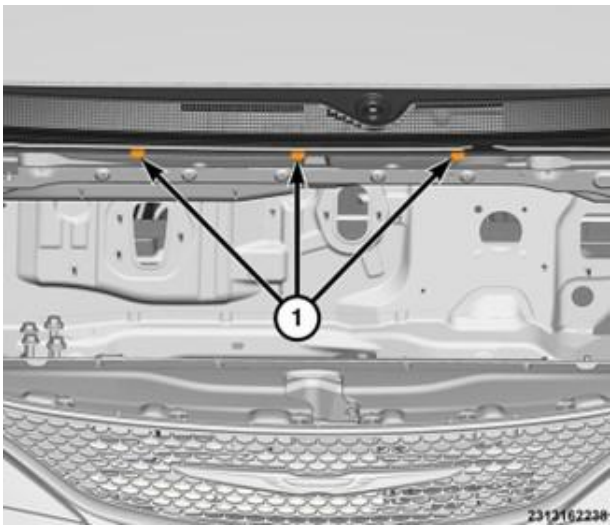

Figure 12 – Cowl Panel Tabs

1 - Front Tabs

CAUTION: Use care when working with the retaining channel on the bottom of the windshield. If the retaining channel is damaged the windshield will require replacement.

25. Release the rear of the cover from the windshield channel by pulling forward gently and remove the cowl panel cover from the vehicle (Figure 13).

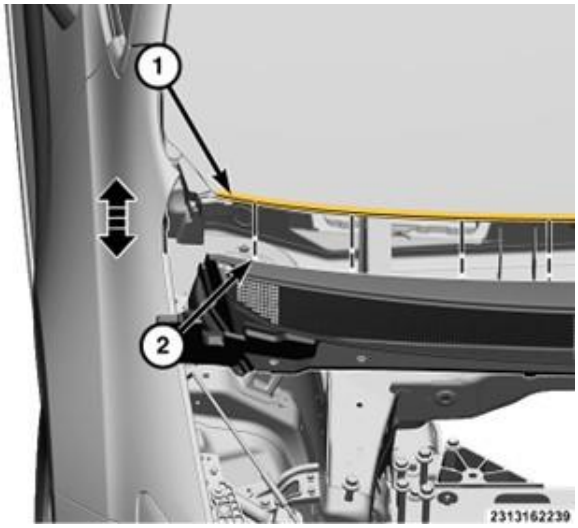

Figure 13 – Cowl Panel Channel

1 - Windshield Channel

2 - Cover

B. Windshield Replacement

WARNING: Follow the urethane manufacturers guidance on cure time, and how soon the vehicle can safely be driven after glass replacement. If it is not cured, the windshield may not perform properly if the vehicle is in an accident.

CAUTION: To help prevent water leaks, partially roll down the left and right door glass before installing the windshield and windows should remain open for 3-hours following windshield installation. This avoids pressurizing the passenger compartment if a door is slammed before the urethane is cured.

- **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 manufactures warrant will restore a vehicle to the requirements of FMVSS 212. Technicians should also ensure 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.**
- **Vapors that are emitted from the urethane adhesive or primer could cause personal injury. Use them in a well-ventilated area.**
- **Skin contact with urethane adhesive should be avoided. Personal injury may result.**
- **Always wear eye and hand protection when working with glass.**

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

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

1. Close the hood.
2. Using an assistant and a windshield cut-out tool, cut and separate the urethane adhesive securing the windshield to the windshield fence (Figure 14).

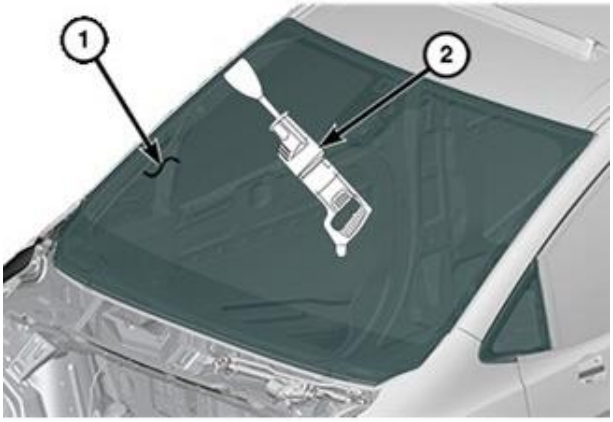

Figure 14 – Cut Urethane Adhesive

1 - Windshield
2 - Windshield Cut-Out Tool

3. Remove the windshield from the vehicle and **DISCARD** the windshield (Figure 15).

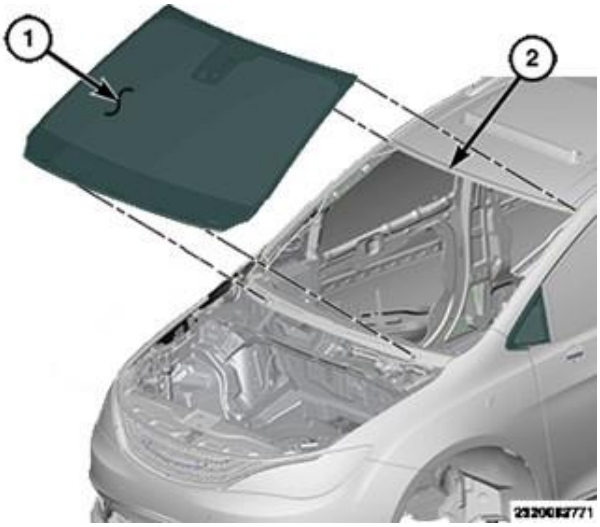

Figure 15 – Windshield Removal

1 - Windshield
2 - Windshield Fence

4. 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 16).

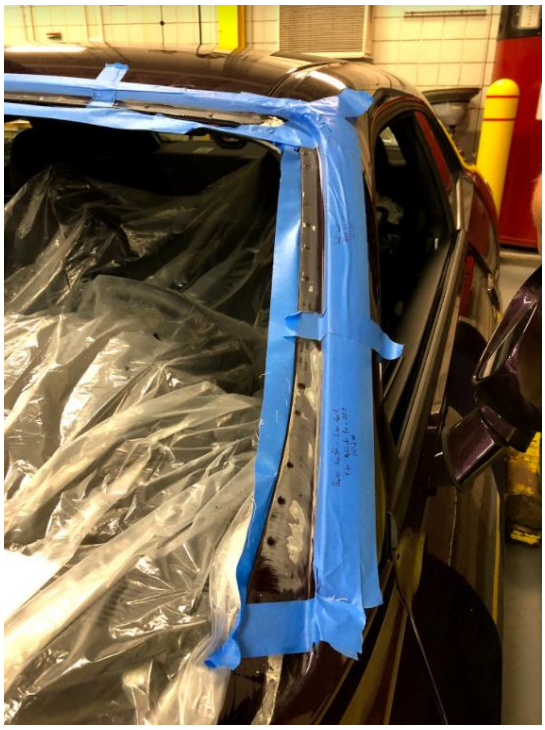

Figure 16 – Protect Adjacent Surfaces

5. 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 17).

Figure 17 – Windshield Preparation

6. Use a 180-240 grit ScotchBrite 3M Roloc disk to remove any remaining urethane that could not be removed in the previous step (Figure 18).

7. Using 400 grit sandpaper, scuff the windshield flange. Do not remove the clear coat or paint, you just want to remove the gloss from the surface. 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.

Figure 18 – Windshield Preparation

8. Clean the windshield flange of loose debris.

9. Using an assistant, position the **NEW** windshield into the windshield opening and against the windshield fence (Figure 19).

10. Verify the windshield lays evenly against the fence at the top, bottom and sides of the opening. If not, the fence must be formed to the shape of the windshield (Figure 19).

11. Mark the windshield and the windshield fence with a grease pencil or pieces of masking tape to use as a reference for installation (Figure 19).

12. Using an assistant, remove the windshield from the windshield opening and place it on a suitable padded work surface (Figure 19).

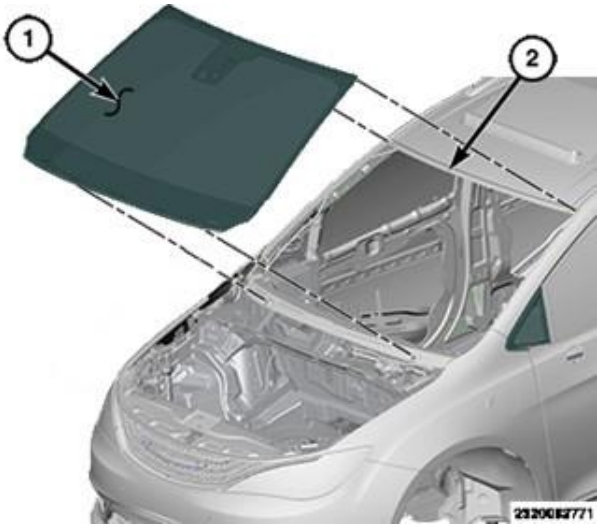

Figure 19 – Windshield Fitting

1 - Windshield

2 - Windshield Fence

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

13. 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.

14. When installing a **NEW** windshield, use a single step primer like Sika Primer 207, Betaprime 5504g, or equivalent, apply glass primer 25 mm (1 in.) wide around the perimeter of the windshield and 5 mm (0.2 in.) from the edge of the glass. Allow at least three minutes drying time (Figure 20).

15. Using a flashlight, verify that the primer is completely and evenly installed along the perimeter of the windshield.

16. Re-prime any area that is not fully and evenly primed.

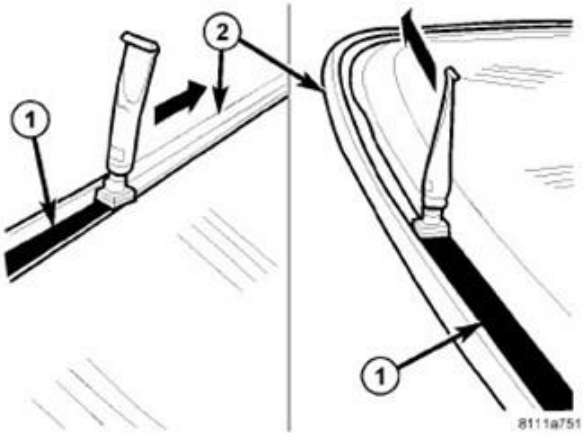

Figure 20 – Windshield Glass Prep

1 - Prep Adhesion
2 - Windshield

17. Clean the windshield fence with an ammonia based glass cleaner and a lint-free cloth (Figure 21).

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

18. 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 21).

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

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

21. Re-prime any area that is not fully and evenly primed.

22. Remove windshield opening and dash coverings and tape.

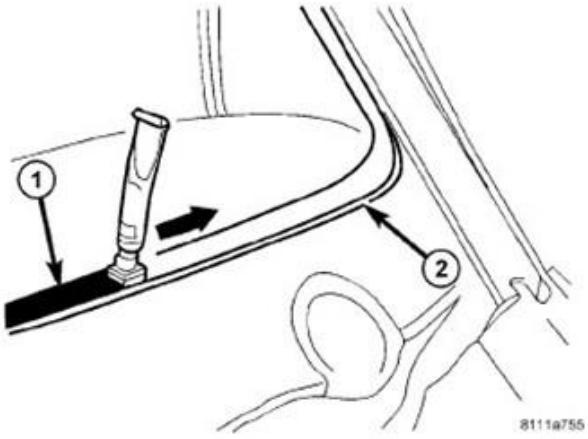

Figure 21 – Windshield Fence Prep

1 - Primer
2 - Windshield Fence

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

23. 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 22).

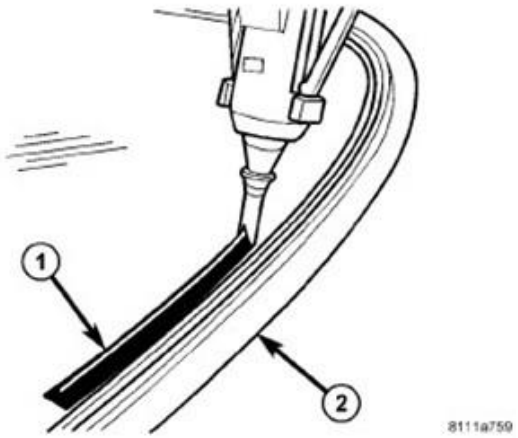

Figure 22 – Adhesive Bead

1 - Adhesive Bead
2 - Edge of Glass

24. Run the end of the adhesive bead on the windshield parallel to the start of the bead and smooth the ends flush (Figure 23).

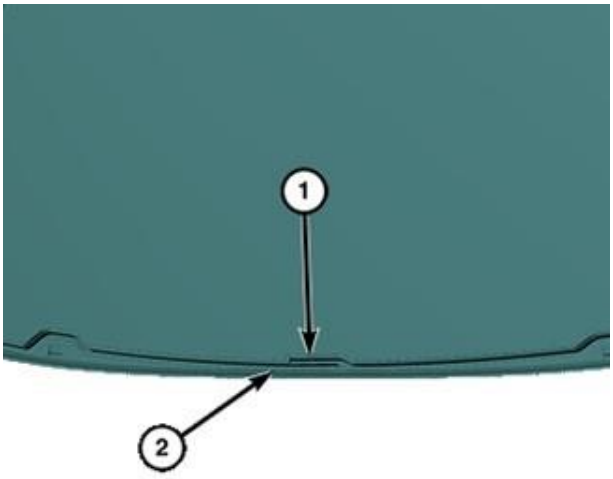

Figure 23 – Adhesive Bead

1 - Adhesive Bead
2 - Windshield

25. Using an assistant, position the windshield over the windshield opening (Figure 24).

26. Using the grease pencil marks or tape as reference points, align the windshield to the opening (Figure 24).

27. Carefully lower the windshield onto the windshield fence. Guide the windshield into its proper location (Figure 24).

    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.

28. Push the windshield inward until the windshield locating pins come into contact with the windshield fence (Figure 25).

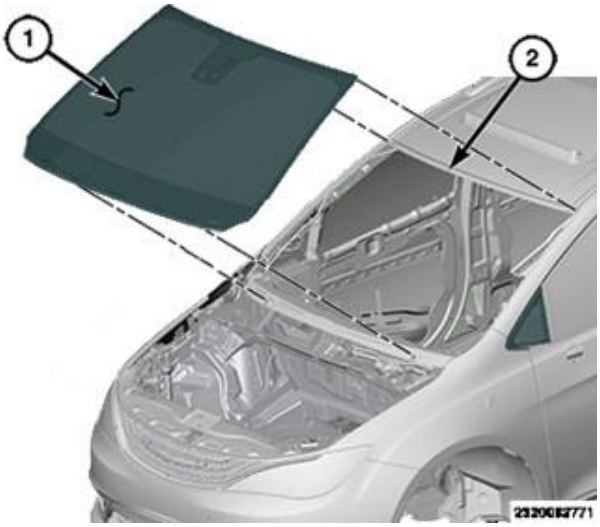

Figure 24 – Windshield Installation

1 - Windshield

2 - Windshield Fence

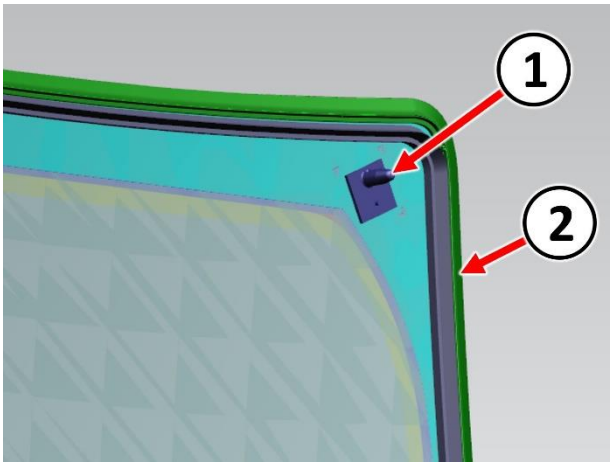

Figure 25 – Windshield Locating Pins

1 – Locating Pin

2 - Windshield

C. Vehicle Reassembly

CAUTION: Use care when working with the retaining channel on the bottom of the windshield. If the retaining channel is damaged the windshield will require replacement.

1. Insert the rear of the cowl panel cover into the windshield channel fully (Figure 26).

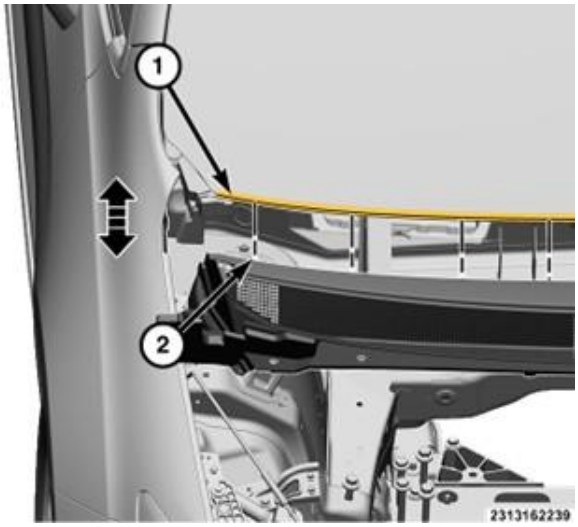

Figure 26 – Cowl Panel Channel

1 - Windshield Channel
2 - Cover

2. Seat the front tabs onto the cowl fully (Figure 27).

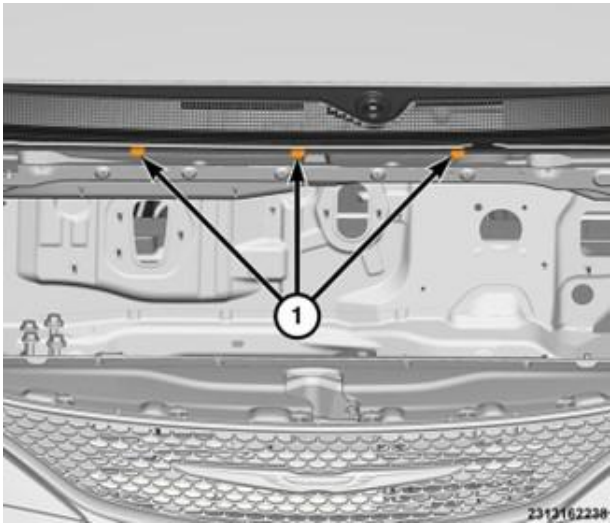

Figure 27 – Cowl Panel Tabs

1 - Front Tabs

3. Install the four push pin cowl panel fasteners (Figure 28).

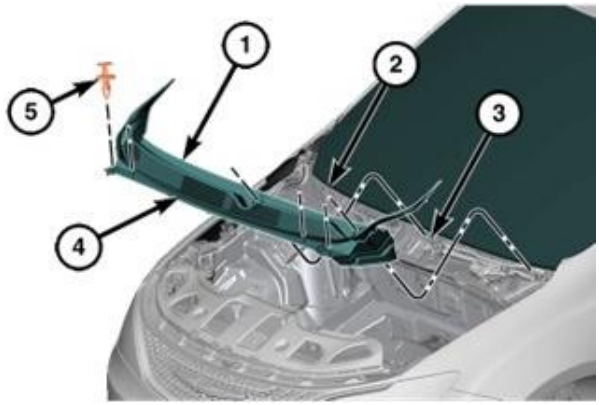

Figure 28 – Cowl Panel

1 - Cowl Panel Cover
2 - Edge of Windshield
3 - Wiper Arm Pivots
4 - Cowl Panel Cover Edge
5 - Fasteners

4. Insert the foam stuffer tab into the slot under the fender edge (Figure 29).

5. Position the foam stuffer retainers to the cowl and seat the retainers fully (Figure 29).

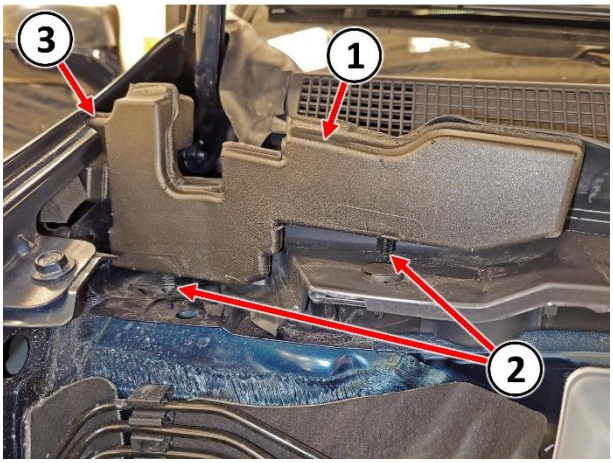

Figure 29 – Foam Stuffer

1 - Stuffer
2 - Fasteners
3 - Stuffer Tab

6. Install the cowl panel end caps and seat the fasteners into the cowl panel cover fully (Figure 30).

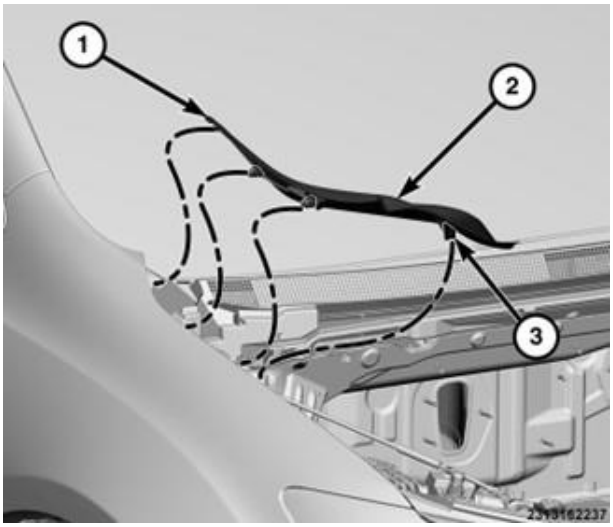

Figure 30 – Cowl Panel End Caps

1 - End Cap Rear Hook
2 - Cowl Panel End Caps
3 - End Cap Fasteners

NOTE: Verify that the wiper motor is in the park position.

7. Install the front wiper arms. Verify the wiper arms are aligned with the alignment marks etched near the bottom of the windshield (Figure 31).

8. Install the front wiper arm nut and tighten to 24 N·m (18 Ft. Lbs.) (Figure 31).

9. Install the plastic nut cap (Figure 31).

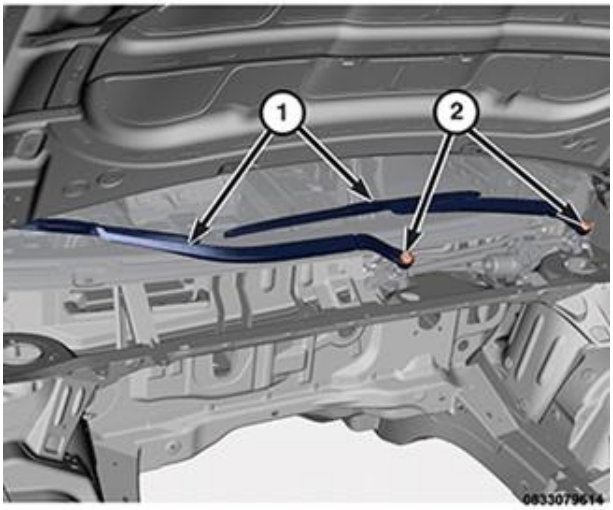

Figure 31 – Front Wiper Arms

1 - Front Wiper Arms
2 - Front Wiper Arm Caps and Nuts

10. Install the A-Pillar trim to the right and left sides:

    a) Insert the A-pillar trim panel tabs into the instrument panel (Figure 32).

    b) If the A-pillar trim has a tether, attach the tether before installing the A-pillar trim panel.

    c) By hand, starting at the bottom of the A-pillar trim panel working towards the top push to secure the retaining clips (Figure 32).

    d) If equipped with a grab handle, install the two bolts and tighten securely. (Figure 32).

    e) If equipped with a grab handle, install the cover. (Figure 32).

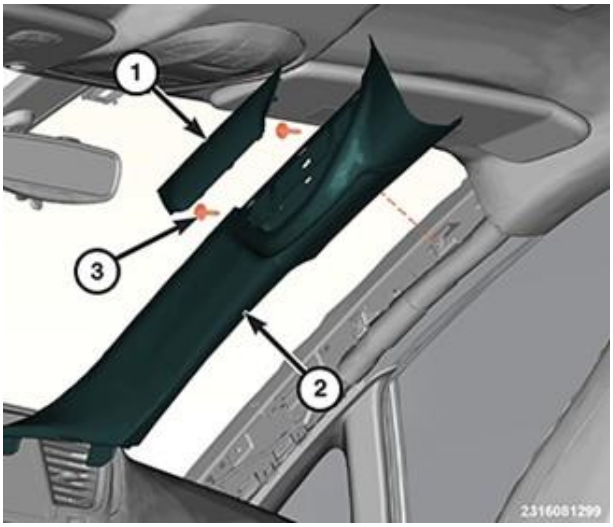

Figure 32 – A-Pillar Trim Panel

1 - Cover
2 - A-Pillar Trim Panel
3 - Bolts

11. If equipped with a Light Rain Sensor Module (LRSM), a **NEW** silicone gelatin (also known as SilGel) adhesive membrane pad will need to be installed by following these steps:

    CAUTION: When installing the replacement silicone gelatin (SilGel) adhesive membrane pad onto the Light Rain Sensor Module (LRSM), it is necessary to minimize air pockets trapped between the SilGel membrane and the LRSM. 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.

    a) Carefully peel away the old silicone gelatin adhesive membrane pad from the windshield (optics) side of the LRSM (Figure 33).

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

    c) Using care not to contaminate, touch or damage the replacement pad, peel off the yellow protective foil.

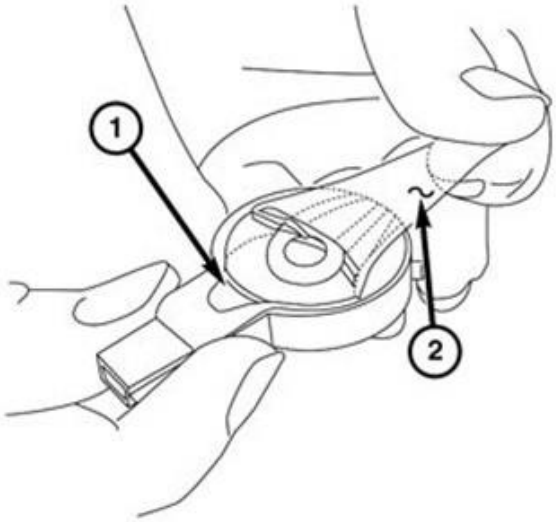

Figure 33 – Gelatin Membrane

1 - Light Rain Sensor Module
2 - Silicone Gelatin Adhesive Membrane Pad

d) Looking through the transparent protective film, align and center the replacement pad 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 34).

e) 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.

f) 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 (Figure 34).

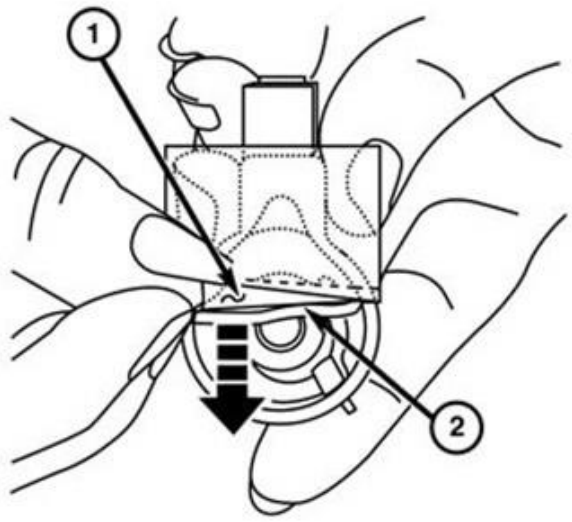

Figure 34 – Gelatin Membrane

1 - Transparent protective film

2 - Replacement Pad

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

g) Grasp the LRSM by the connector receptacle between the thumb and middle finger. Place the index finger on the back of the LRSM at the point opposite the connector receptacle (Figure 35).

h) Align the LRSM with the mounting bracket bonded to the inside of the windshield glass near the inside rear view mirror mounting button (Figure 35).

i) Slowly insert the LRSM into the mounting bracket at a slight angle so that the edge of the module nearest the tip of the index finger makes the initial contact with the windshield glass (Figure 35).

j) Using a slow, deliberate motion and light pressure, draw the index finger across the back of the LRSM toward the connector receptacle until the silicone gelatin adhesive membrane pad is in full contact with the windshield glass.

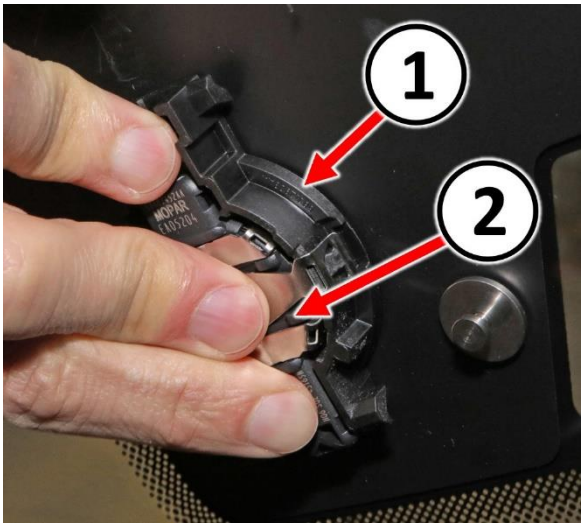

Figure 35 – Gelatin Membrane

1 - Mounting Bracket

2 - LRSM

k) Engage one side of the spring steel retaining strap into the groove on one side of the LRSM mounting bracket on the inside of the windshield glass.

l) Press 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.

m) Looking through the windshield from outside the vehicle, inspect the silicone gelatin 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 silicone gelatin adhesive membrane pad with a **NEW** silicone gelatin adhesive membrane pad.

12. Position the FFCM and bracket assembly to the retaining pins on the windshield then slide the FFCM and bracket assembly down toward the instrument panel to secure the bracket to the pins on windshield (Figure 36).

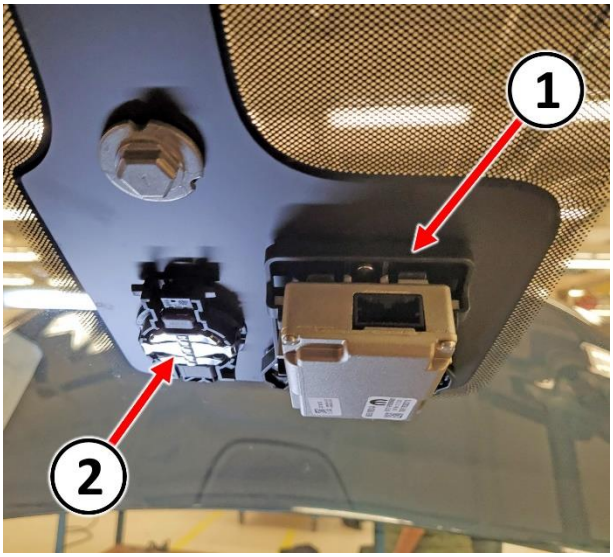

Figure 36 – FFCM and LRSM

1 - Forward Facing Camera Module (FFCM)

2 - Light Rain Sensor Module (LRSM)

13. The mirror base must be fully seated onto the button before rotating the base counter-clockwise approximately 90 degrees (Figure 37).

14. Be certain the tabs engage fully.

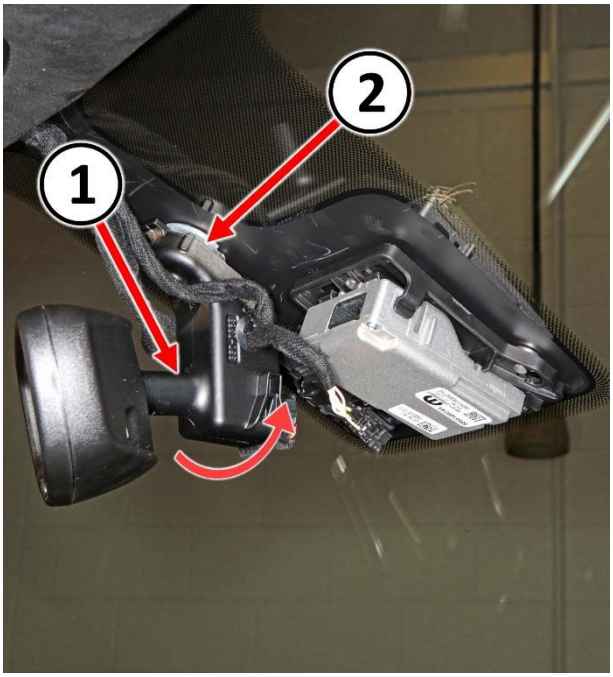

Figure 37 – Mirror Installation

1 - Mirror Base

2 - Mirror Button Connection

15. If equipped with LRSM, connect the wire harness connector to the rain sensor (Figure 38).

16. Connect the electrical connector to the Forward Facing Camera Module (FFCM) (Figure 38).

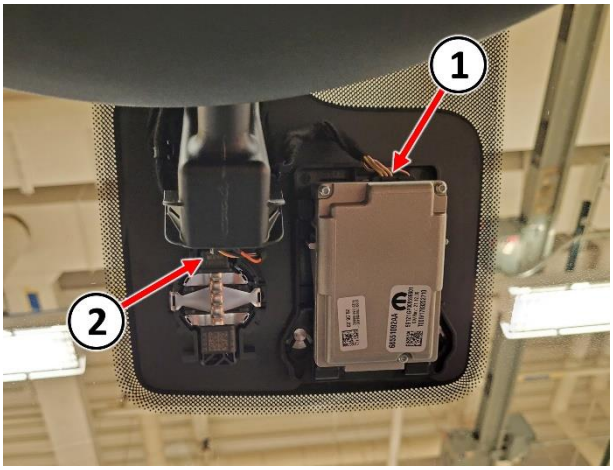

Figure 38 – Electrical Connectors

1 - FFCM Wire Harness Connector

2 - Rain Sensor Wire Harness Connector

17. Position the mirror upper and lower trim and engage the clips (Figure 39).

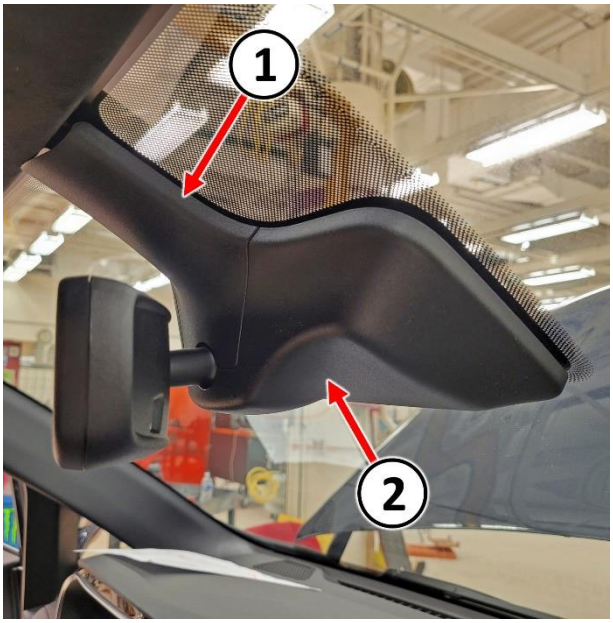

Figure 39 – Mirror Trim

1 - Mirror Upper Trim

2 - Mirror Lower Trim

18. **NON-Hybrid Vehicles:** Connect the battery negative cable. If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector.

19. **Hybrid Vehicles:** Install the high voltage battery service disconnect, refer to the detailed procedures available in DealerCONNECT > Service Library > under: **08 – Electrical / Battery System / Disconnect, Service High Voltage / Removal and Installation** and power up the 12-volt system. **08 - Electrical / Standard Procedure / Low Voltage - 12 Volt Power Up**.

20. Perform the following steps to calibrate the FFC:

    a) Connect the diagnostic scan tool and start the vehicle.

    b) Navigate to the "**Misc Functions**" menu under the FFC and select the drive calibration routine.

    c) The screen will now prompt you to drive the vehicle for calibration. The vehicle needs to be driven at speeds of at least 40 km/h (25 mph) but no more than 119 km/h (74 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.

    d) After the camera learns the calibration, the scan tool FFC view will show calibrated.

    e) Service calibration Diagnostic Trouble Codes (DTC) should be in the stored status at this point.

    f) Erase the FFC DTCs.

21. Return the vehicle to the customer or inventory.

This notice applies to your vehicle,

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

25B/NHTSA 24V-238

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 25B.

IMPORTANT SAFETY RECALL

Windshield Bonding

Dear [Name],

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

FCA US LLC has decided that certain [2024 model year (RU) Chrysler Pacifica and Chrysler Voyager] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 212 - Windshield mounting.

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 inadequate front windshield adhesion to the vehicle body. **A windshield that detaches from 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.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle [2] free of charge (parts and labor). To do this, your dealer will replace the windshield with approved standard service procedures using the properly formulated materials. The estimated repair time is 3 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 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** 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

FIAT CHRYSLER AUTOMOBILES

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.

[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.