

SAFETY RECALL

NORTH AMERICA

Left Rear Seat Back Latch



Reference: 38B / NHTSA 24V- 573

FCA US LLC



Remedy available for
2023 (LA) Dodge Challenger

Template Version 1.0

Revision	Edition	Detail
0	August 2024	Initial Version.

SYMPTOM DESCRIPTION

About 2,852 of the above vehicles may have been built with a misaligned left rear seat back striker that may prevent the seat back from latching. If the seat back is not locked in an upright position, there is an increased risk of injury to the occupant of the seat or to any occupant in the vehicle from unrestrained cargo in a crash.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.207 S4.3 requires that "a hinged or folding occupant seat or occupant seat back shall [...] Be equipped with a self-locking device for restraining the hinged or folding seat or seat back." Suspect vehicles with a misaligned striker may not self-lock as required.

SCOPE

This recall applies only to the above vehicles equipped with Rear 60/40 Folding Seat (sales code CFN).

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

Inspect and, if necessary, adjust the left rear seat striker.

ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

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:

Labor Description	Number	Hrs
Inspect seat striker operation	23-38-B1-81	0.2
Inspect/Adjust seat striker	23-38-B1-82	0.2

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

PARTS INFORMATION

No parts are required to perform this service procedure.

PARTS RETURN

No parts return required for this campaign.

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SPECIAL TOOLS

No Special Tools are required to perform this service procedure.

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

Inspection Procedure:

NOTE: This inspection procedure applies to the left rear seat back ONLY.

1. Pull the release strap to release the seat back latch and tilt the seat back forward (Figure 1).



Figure 1 – Release Left Rear Seatback

2. Using a ruler, hold the ruler horizontal and measure the distance from the interior panel to the closest edge of the striker lower outer corner (Figure 2).
3. Target distance should be 76-78mm (3 in) (Figure 2).
 - If striker is not close to the target distance of 76-78mm (3 in): Proceed to the **Repair Procedure**.
 - If striker is close to the target distance of 76-78mm (3 in): Continue with the **Inspection Procedure**.

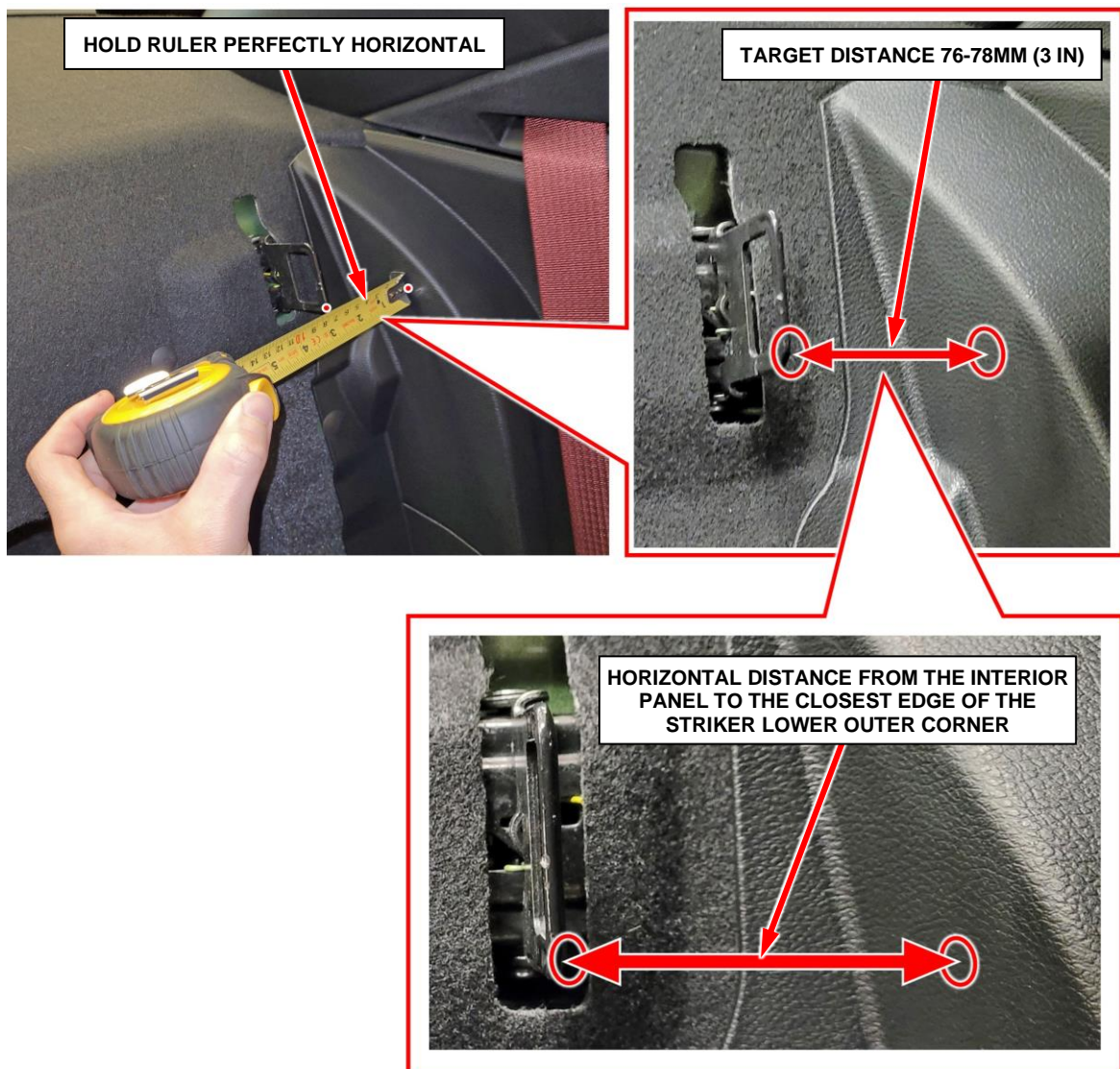


Figure 2 – Measure Striker Distance

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4. Gently push the seatback rearward to latch it. Listen for click noise to ensure the latching.

NOTE: Latching of the seat back into the rear striker should not require excessive push force.

5. Grasp the headrest and pull forward to verify the seat back is securely latched (Figure 3).

NOTE: Once latched, the seat back will not unlatch by pulling on the headrest.

6. **Release and latch** the seat back at least **five times** to determine if the seatback latches every time consistently without difficulty.

- Seat back fails to latch consistently every time without difficulty: Continue to the **Repair Procedure**.
- Seat back latches consistently every time without difficulty: Return the seatback to the upright latched position then return the vehicle to customer or inventory.

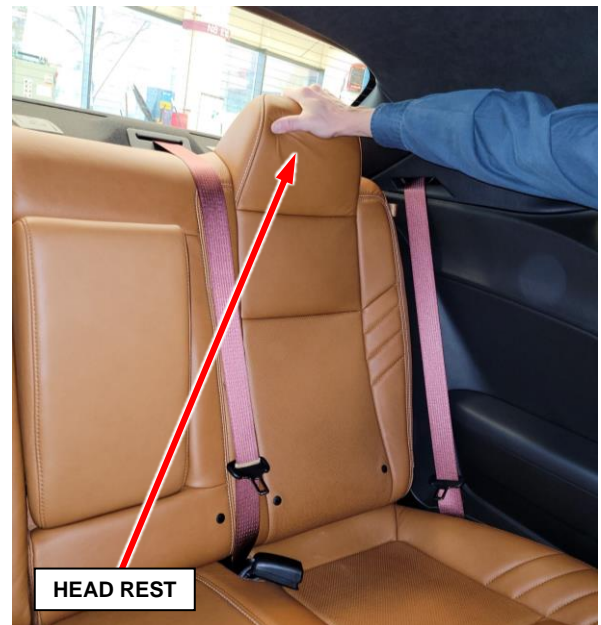


Figure 3 – Verify Seat is Latched

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Repair Procedure:

1. If striker is not close to the target distance of 76-78mm (3 in), using hand pressure, bend the striker in the appropriate direction to achieve the target distance of 76-78mm (3 in) (Figure 4).

NOTE: Do not use excessive force. Only bend a bit, measure, then repeat if necessary.

2. Once a target distance of 76-78mm (3 in) is achieved, return to the **Inspection Procedure** steps to test that the seat back latches consistently every time without difficulty.
3. If the seat back still fails to latch consistently every time without difficulty even when striker is at the target distance of 76-78mm (3 in), then carefully inspect the alignment of the striker to the seat back latch. Continue to adjust the striker position right or left as necessary until perfect alignment of striker to latch is achieved and the seat back latches consistently every time without difficulty.



Figure 4 – Bend Striker as Necessary

4. Latch the rear seat backs in the upright position.
5. Return the vehicle to customer or inventory.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

38B/NHTSA 24V-573

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 38B.

IMPORTANT SAFETY RECALL

Left Rear Seat Back Latch

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 [2023 model year (LA) Dodge Challenger] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 207 - Seating systems.

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 a misaligned left rear seat back striker that may prevent the seat back from latching. **If the seat back is not locked in an upright position, there is an increased risk of injury to the occupant of the seat or to any occupant in the vehicle from unrestrained cargo in a crash.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.207 S4.3 requires that "a hinged or folding occupant seat or occupant seat back shall [...] Be equipped with a self-locking device for restraining the hinged or folding seat or seat back." Suspect vehicles with a misaligned striker may not self-lock 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 inspect and, if necessary, adjust the striker. The estimated repair time is 30 minutes. 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. Ask your dealer for alternate transportation options while your vehicle is in service. 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



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.