

SAFETY RECALL

NORTH AMERICA

Airbag Connector



Reference: A8B / NHTSA 24V-793

FCA US LLC



Remedy available for

2020-2023 model year (RU) Chrysler Pacifica
2020-2021 and 2023 model year (RU) Chrysler Voyager

Template Version 1.0

Revision	Edition	Detail
0	October 2024	Initial Version.

SYMPTOM DESCRIPTION

The Curtain Airbag (CAB) connector on about 26 of the above vehicles may have been improperly secured which may prevent the airbag from deploying. A CAB that does not deploy when intended may increase the risk of occupant injury in certain types of crashes.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 571.214 and FMVSS 571.226 which requires CAB airbag deployment during certain crashes. An improperly secured CAB connector may prevent the airbag from deploying in those crashes.

SCOPE

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

REPAIR TO BE PERFORMED

All vehicles in this recall have been remedied. There is no action required.

OWNER NOTIFICATION / SERVICE SCHEDULING

All involved vehicle owners known to FCA are being notified by first class mail.

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.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

A8B/NHTSA 24V-793

LOGO

VEHICLE PICTURE

FOR RECALL QUESTIONS

- 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 if there are any recall repairs which must be performed on your vehicle.
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 A8B.

IMPORTANT SAFETY RECALL

Curtain Airbag Connector

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 [2020-2021 and 2023 model year (RU) Chrysler Voyager also 2020-2023 model year (RU) Chrysler Pacifica] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 214 Side impact protection and 226 Ejection Mitigation.

RECALL DESCRIPTION

The Curtain Airbag (CAB) connector on your vehicle ^[1] may have been improperly secured which may prevent the airbag from deploying. **A CAB that does not deploy when intended may increase the risk of occupant injury in certain types of crashes.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 571.214 and FMVSS 571.226 which requires CAB airbag deployment during certain crashes. An improperly secured CAB connector may prevent the airbag from deploying in those crashes.

YOUR VEHICLE HAS ALREADY BEEN REMEDIED

According to our service records, the CAB connector has already been secured on your vehicle. Therefore, your vehicle has been remedied.

This notification is provided for your records only. There is nothing more that you need to do.

WHAT IF I HAVE QUESTIONS REGARDING THIS RECALL?

If you believe the CAB connector in your vehicle ^[2] has not been properly secured or have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either fcarecalls.com or 1 800-853-1403.

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.