

SAFETY RECALL

NORTH AMERICA

Brake Caliper Bracket Bolt Torque



Reference: 27C / NHTSA 25V-191

FCA US LLC



Remedy available for

2025 (RU) Chrysler Pacifica PHEV

Template Version 1.0

Revision	Edition	Detail
1	April 2025	Symptom Description section revised.

SYMPTOM DESCRIPTION

The front brake caliper bracket bolts on about 8 of the above vehicles may have been insufficiently torqued during vehicle assembly. Vehicles built with front brake caliper bracket bolts not properly torqued may become separated from the steering knuckle. **A brake caliper bracket that separates from the steering knuckle can result in reduced steering control, brake fluid leakage, and/or diminished front braking performance, which can cause a vehicle crash without prior warning.**

SCOPE

This recall applies only to the above Plug-In Hybrid Electric Vehicles (PHEVs) equipped with 4-Wheel Disc Regen Brakes (sales code BRT).

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 \$27,874 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

Replace the front brake caliper adapter bracket bolts on both right and left sides. Inspect the brake caliper adapter bracket threads and if found to be damaged, replace the brake caliper adapter bracket. Then tighten bolts to the proper torque specification.

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
Replace Front Brake Caliper Adapter Bolts Both Sides.	05-27-C1-82	0.6
Replace Front Brake Caliper Adapter Bolts Both Sides and Replace Caliper Adapter One Side Right or Left.	05-27-C1-83	0.7
Replace Front Brake Caliper Adapter Bolts Both Sides and Replace Caliper Adapter Both Sides Right and Left.	05-27-C1-84	0.8

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

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN and may NOT be used in coordination with any Alternate Transportation claims.

For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

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PARTS INFORMATION

Part No.	Qty.	Part Name
06104257AA	4	BOLT, Hex Flange Head, M14x1.50x40.00
68317913AA	A/R	ADAPTER, Disc Brake Caliper, Front Right or Left (Sales Code BRT)

NOTE: No additional parts are anticipated for this campaign. If any additional parts are determined to be required due to collateral damage or consequential repairs caused by brake caliper adapter bracket bolts, the dealer must first check if a related LOP has been created for repairs prior to performing the repair. If no related LOP is found, the LOP review process must be followed to request a related Recall LOP be added as follows:

Submit a LOP Related Inquiry (located in DealerCONNECT > Service > Claim Administration) for evaluation and update.

- **IF the request is approved – the related Recall LOP will be added to the Labor Operations and you are to proceed with normal Recall claim entry process.**
- **IF the request is not approved – submit the repair under Warranty (W) if the repair has been pre-authorized by your Area Manager or Business Center representative.**

PARTS RETURN

No parts return required for this campaign.

Discard any replaced parts.

SPECIAL TOOLS

Number	Description
NPN	Torque Wrench capable of 202 Nm (149 Ft Lbs)

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.

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.

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SERVICE PROCEDURE

WARNING: This recall population contains hybrid vehicles. Follow all safety precautions published in Service Library for the specific vehicle you are working on.

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT / Service Library under: Service Info > **04 - Vehicle Quick Reference / Hoisting / Standard Procedure.**

NOTE: The following steps must be performed on both right and left sides of the vehicle.

2. Remove the front tire and wheel assembly. Refer to the detailed service procedures available in DealerCONNECT / Service Library under: Service Info > **22 - Tires and Wheels / Removal and Installation.**
3. Remove the brake caliper guide pin mounting bolts (Figure 1).
4. Carefully remove and support the brake caliper, taking care not to over-extend the brake hose (Figure 2).

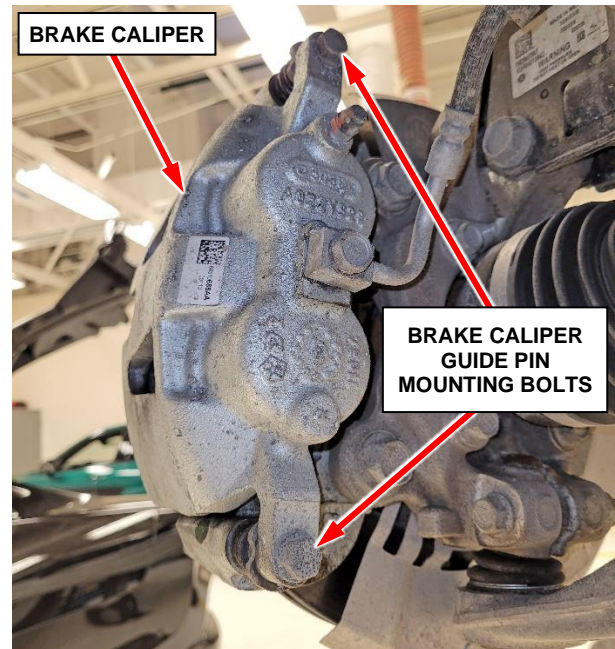


Figure 1 – Front Brake Caliper

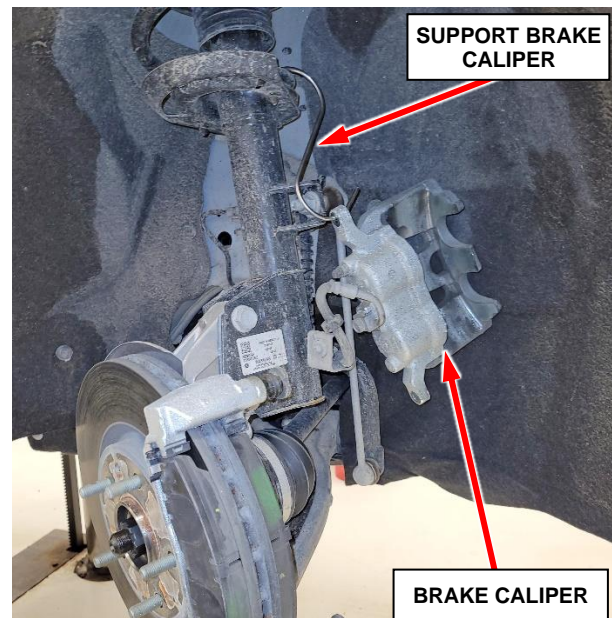


Figure 2 – Support Brake Caliper

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5. Remove and **DISCARD** the front brake caliper adapter bracket mounting bolts (Figure 3).

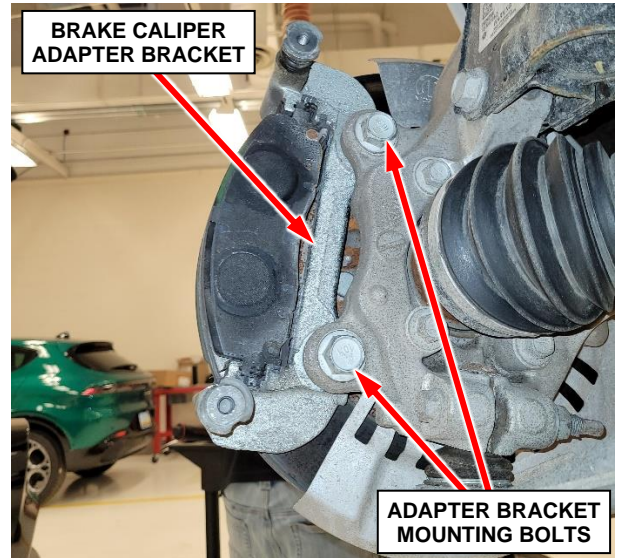


Figure 3 – Inspect Threads

6. Remove the brake caliper adapter bracket with brake pads from the brake rotor and steering knuckle (Figure 4).

7. Inspect the mounting bolt threads in the adapter bracket for any damage (Figure 4).

NOTE: Right Side and Left Side adapter brackets must be assessed individually during Step 7, then proceed accordingly for each individual bracket.

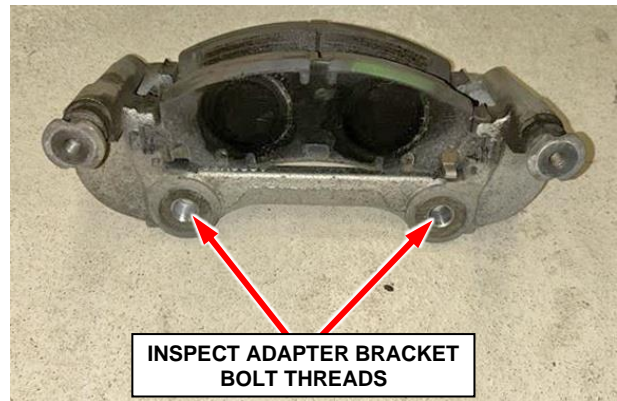


Figure 4 – Brake Caliper Guide Pins

8. Are the adapter bracket threads damaged?

- **NO:** Proceed to **Step 12.**
- **YES:** Proceed to **Step 9.**

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9. Obtain a **NEW** adapter bracket.
10. Transfer the brake pads and slide springs to the **NEW** adapter bracket (Figure 5).

NOTE: Ensure the slide springs are oriented properly in the adapter bracket and brake pads are positioned properly in the slide springs.

11. **DISCARD** the adapter bracket with damaged threads.
12. Install the brake caliper adapter bracket with brake pads onto the brake rotor and steering knuckle (Figure 3).
13. Obtain **NEW** adapter bracket mounting bolts.
14. Install the brake caliper adapter bracket mounting bolts and tighten to 202 N·m (149 ft. lbs.) (Figure 3).

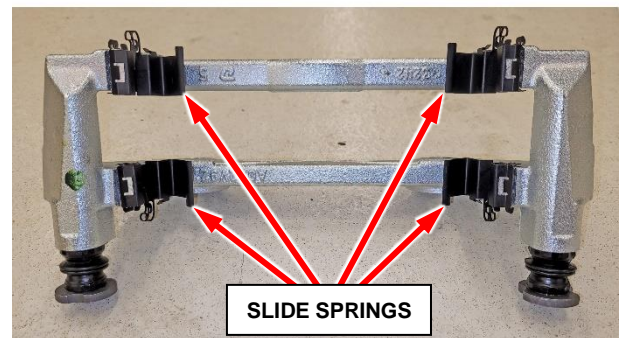
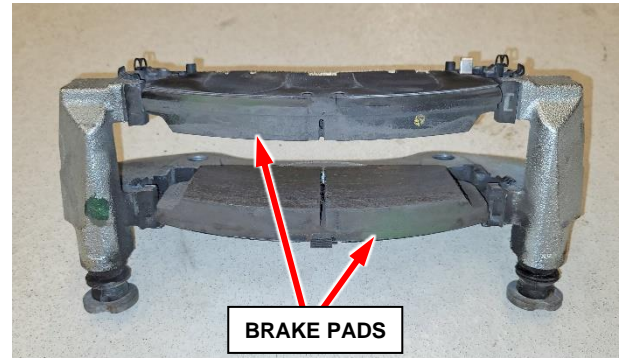


Figure 5 – Adapter Bracket

15. Carefully install the brake caliper to the brake caliper adapter bracket, taking care not to twist or over-extend the brake hose. Then install and tighten the brake caliper guide pin mounting bolts to 37 N·m (27 ft. lbs.) (Figure 1).
16. Install the tire and wheel assembly. Refer to the detailed service procedures available in DealerCONNECT / Service Library under: Service Info > **22 - Tires and Wheels / Removal and Installation**. Tighten the lug nuts to 135 N·m (100 ft. lbs.).
17. Return vehicle to customer or inventory.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

27C/NHTSA 25V-191

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 27C.

IMPORTANT SAFETY RECALL

Brake Caliper Bracket Bolt Tightness

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 a defect, which relates to motor vehicle safety, exists in certain [2025 Model Year (RU) Chrysler Pacifica Plug-In Hybrid Electric Vehicles (PHEV)] vehicles.

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?

The front brake caliper bracket bolts on your vehicle ^[1] may have been insufficiently tightened during vehicle assembly and may cause the bracket to separate from the steering knuckle. **A brake caliper bracket that separates from the steering knuckle can result in reduced steering control, brake fluid leakage, and/or reduced front braking function, which can cause a vehicle crash without prior warning.**

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, replace the front brake caliper brackets, and replace the front brake caliper bracket bolts and tightened to the proper specification. The estimated repair time is one hour. 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 1-888-275-9171), 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.