SAFETY RECALL
NORTH AMERICA
Side Curtain Airbag

Reference: 86C / NHTSA 25V-573

FCA US LLC

Remedy available for

2025 (RU) Chrysler Pacifica
2025 (RU) Chrysler Voyager

Template Version 1.0

Revision	Edition	Detail
0	September 2025	Initial Version.

SYMPTOM DESCRIPTION

The left side Curtain Airbag (CAB) on about 573 of the above vehicles may not retain sufficient pressure during deployment. CABs which do not have proper pressure retention may reduce occupant protection and increase the risk of partial and complete ejection and injury of an occupant through a side window during certain types of crashes.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 571.226 S4.2.1 requires that "When propel[led] ... into the impact target locations ... the most outboard surface of the ... headform must not displace more than 100 millimeters beyond the zero displacement plane." Suspect CABs may not retain sufficient pressure to prevent headform displacement of more than 100 mm.

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 $27,874 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 left side curtain airbag.

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 Left Side CAB	23-86-C1-82	1.4

Related Operation	Number	Hrs.
PHEV 12V Power Down/Up	23-86-C1-50	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 09/11/2025 and the remedy was made

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available on 09/30/2025, therefore, the number of days cannot exceed 19 days.

Vehicle	Average Daily Allowance
(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.

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.

PARTS INFORMATION

Part No.	Qty.	Part Name
68224527AH	1	Airbag, Side Curtain - Left

PARTS RETURN

No parts return required for this campaign. Dispose of all non-deployed air bags in a manner consistent with state, provincial, local and federal regulations.

SPECIAL TOOLS

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software

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.

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SERVICE PROCEDURE

WARNING: Part of this recall population contains Plugin Hybrid Electric Vehicles (PHEVs). Follow all safety precautions published in Service Library for the specific vehicle you are working on.

1. Open the doors, liftgate, and hood.
2. **Front seats:** Position seats fully forward.
3. **Second row seats**: If Stow 'n Go, stow the seats in the floor. If standard seats, remove the seats.
4. **Third row seats:** Stow the seats in the floor.
5. **Front seats:** Tilt the seat backs fully rearward.
6. Remove front seat head rests by depressing the release buttons and pulling up on the headrest to remove from the seat (Figure 1).

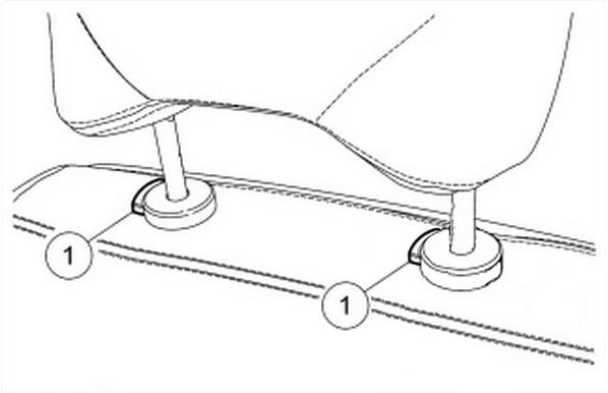

Figure 1 – Headrest

1 - Headrest Release Buttons

WARNING: To avoid serious or fatal injury, disable the Supplemental Restraint System (SRS) before attempting any airbag service. Disconnect the Intelligent Battery Sensor (IBS)/negative battery cable assembly from the negative battery post, then wait two minutes for the system capacitor to discharge before performing any service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

7. **Internal Combustion Engine (ICE) Vehicle:** Disconnect and isolate the battery negative cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the battery negative cable. Wait two minutes for the system capacitor to discharge before further service.
8. **Plug-in Hybrid Electric Vehicle (PHEV):** Power down the 12-volt system. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> **08 - Electrical / Standard Procedure / Low Voltage - 12 Volt Power Down.** Wait two minutes for the system capacitor to discharge before further service.

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9. 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 2).

   b) **If equipped** with a grab handle, remove the two bolts. (Figure 2).

   c) By hand, pull at the top of the A-pillar trim panel working towards the bottom releasing the retaining clips (Figure 2).

   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 2).

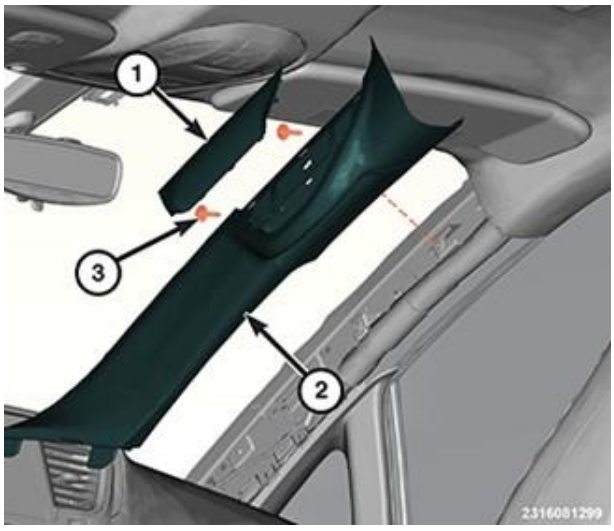

Figure 2 – A-Pillar Trim Panel

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

10. Disconnect the wire harness connectors and unclip the wire harness from the passenger side A-pillar (Figure 3).

11. Disconnect the rear washer hose (and unclip the hose from the passenger side A-pillar, if equipped (Figure 3).

NOTE: Washer fluid may drain from this hose when disconnection. Use a container to catch the fluid, then plug the hose with a suitable stopper.

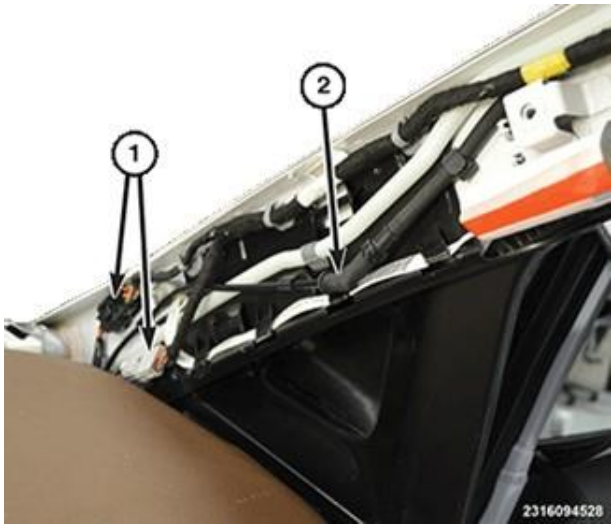

Figure 3 – A-Pillar

1 - Wire Harness Connectors
2 - Washer Hose

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12. Move the seat belt height adjuster to the lowest position (Figure 4).

13. Using a trim stick or equivalent, remove the bolt cover (Figure 4).

14. Remove the seat belt turning loop nut (Figure 4).

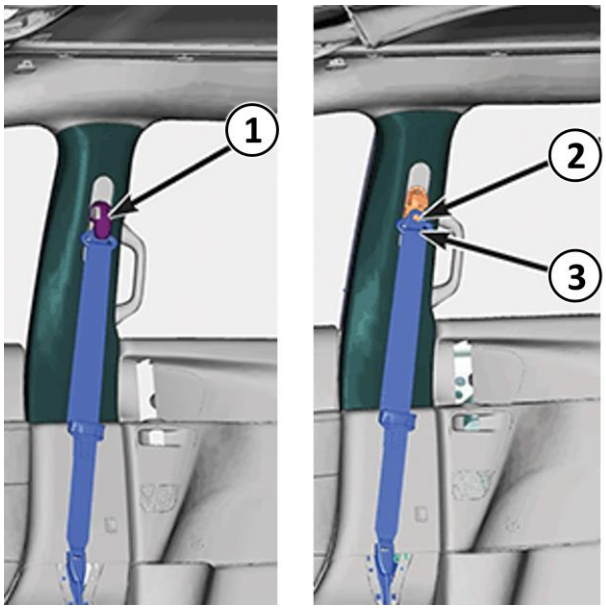

Figure 4 – B-Pillar Seat Belt

1 - Turning Loop Cover
2 - Turning Loop Nut
3 - Seat Belt Turning Loop

15. Spread the bottom flanges of the B-pillar extension apart to disengage the lower side snaps, then use a trim stick or equivalent to disengage the remaining clips. Pull at the top edge seat belt opening to disengage the top retainers (Figure 5).

    NOTE: Disconnect the front seat position switch, if equipped.

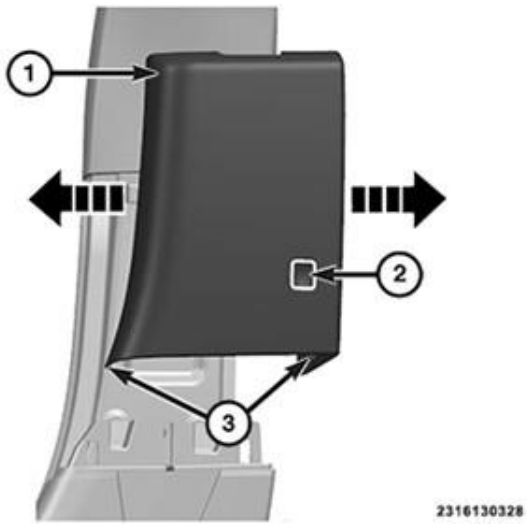

Figure 5 – B-Pillar Extension

1 - Top Retainer
2 - Seat Position Switch
3 - Clips

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16. Using a small flat bladed tool, remove the bolt covers then the grab handle bolts (Figure 6).

Figure 6 – Grab Handle

1 - Grab Handle Bolts

17. Pull at the bottom of the upper B-pillar trim panel to release the retaining clips, then lower it to remove the upper tabs from the body (Figure 7).

    NOTE: Disconnect the power door switch, if equipped.

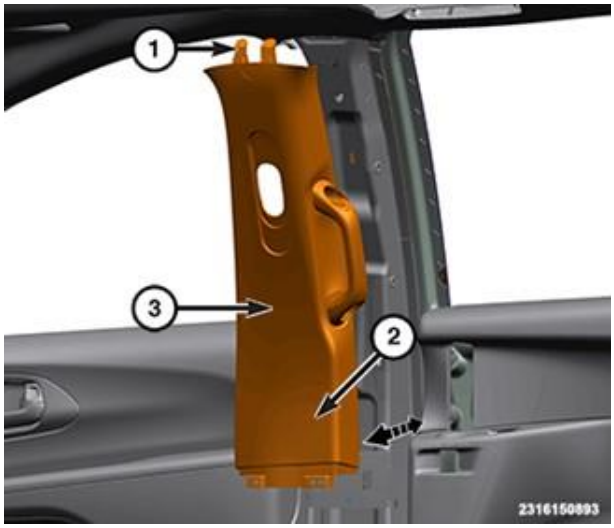

Figure 7 – Upper B-Pillar Trim Panel

1 - Upper Tabs

2 - Bottom of the B-Pillar Trim Panel

3 - B-Pillar Trim Panel

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18. Remove the fastener cover then remove the fastener securing the D-pillar trim panel (Figure 8).

19. Using a trim stick or equivalent, release the retaining clips at the rear and top of the D-pillar trim panel (Figure 8).

20. Using a trim stick release the bottom of the D-pillar trim panel from the quarter trim panel, then pull at the front edge to release the front retaining clips (Figure 8).

21. Disconnect the liftgate switch.

22. Using a flat bladed tool, press the tab to disengage the airbag tether and slide it out of D-pillar trim panel (Figure 8).

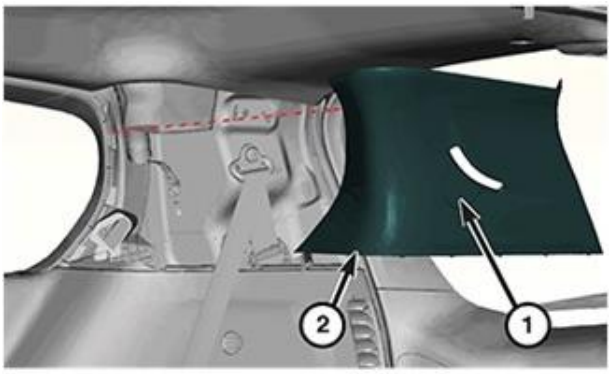

Figure 8 – D-Pillar Trim Panel

1 - Fastener Cover
2 - D-Pillar Trim Panel

23. For RIGHT side of vehicle open the coat hook and remove the screw.

24. Using a trim stick or equivalent, remove the C-pillar extension trim panel (Figure 9).

Figure 9 – C-Pillar Extension Trim

1 - C-Pillar Extension Trim Panel
2 - Coat Hook
3 - Screw

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25. For LEFT side of vehicle open the coat hook and remove the screw from C-pillar extension trim (Figure 10).

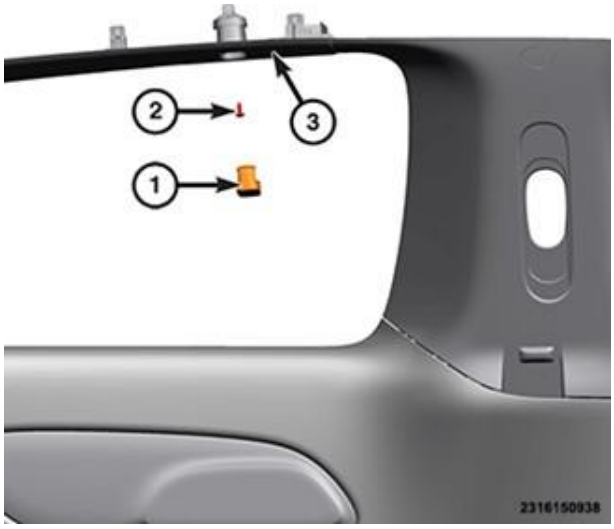

Figure 10 – C-Pillar Extension Trim

1 - Coat Hook
2 - Screw
3 - Extension Trim

26. Using a trim stick or equivalent release the retaining clips on the extension trim and let extension trim hang like image because the left side extension trim panel is molded to the D-pillar trim (Figure 11).

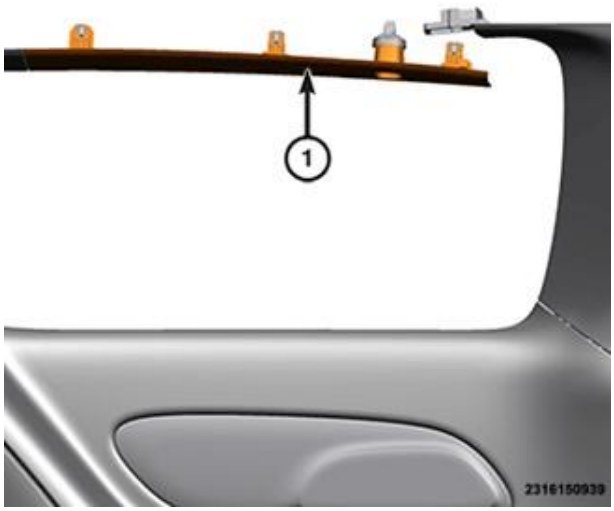

Figure 11 – C-Pillar Extension Trim

1 - Extension Trim

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27. Move the seat belt height adjuster to the lowest position (Figure 12).

28. Using a trim stick or equivalent, remove the bolt cover (Figure 12).

29. Remove the seat belt turning loop nut (Figure 12).

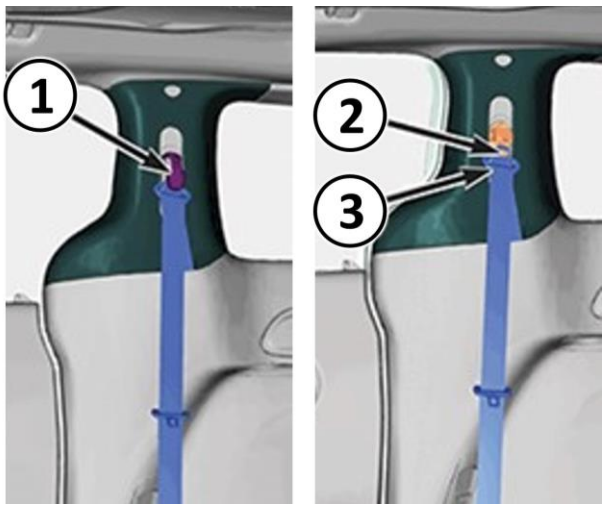

Figure 12 – C-Pillar Seat Belt

1 - Turning Loop Cover
2 - Turning Loop Nut
3 - Seat Belt Turning Loop

30. Using a small flat bladed tool, remove the screw cover then the screw (Figure 13).

31. Using a trim stick release the upper front edge of the quarter trim panel from the bottom of the C-pillar trim panel. (Figure 13).

32. Pull at the bottom of the C-pillar trim panel and release it from the vehicle (Figure 13).

33. It is not necessary to separate the C-pillar trim panel from the seat belt. Position the C-pillar trim panel as low as possible within the vehicle (Figure 13).

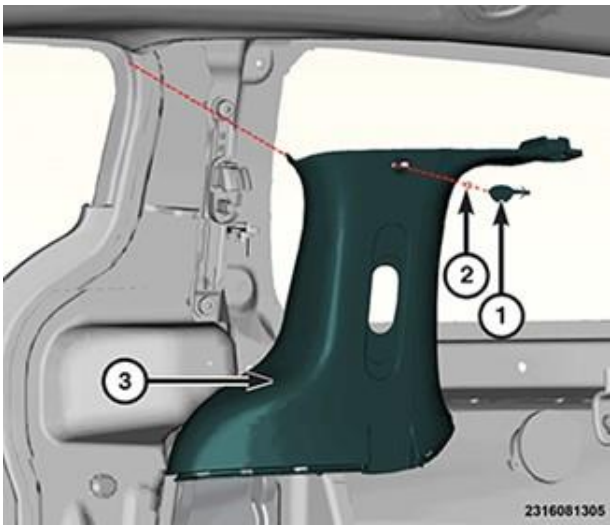

Figure 13 – C-Pillar Trim Panel

1 - Screw Cover
2 - Screw
3 - C-Pillar Trim Panel

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34. Using a trim stick or equivalent, starting at the top, release the fasteners at the rear edge of the quarter trim panel (Figure 14).

35. Pull straight away at the upper rear corner of the quarter trim panel to access the ceiling distribution duct (Figure 14).

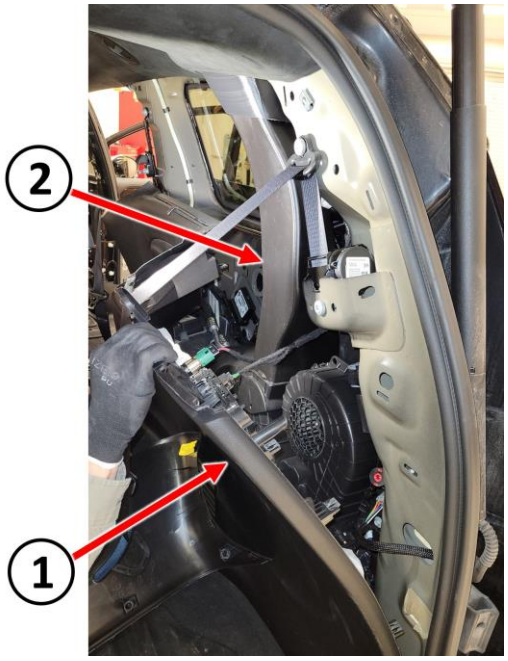

Figure 14 – Quarter Panel Trim

1 - Right Rear Quarter Trim Panel

2 - Ceiling Distribution Duct

36. Pull the bottom end of the rear ceiling distribution duct away from the rear HVAC housing and disengage the duct from the duct located in the headliner (Figure 15).

37. Remove the rear ceiling distribution duct from the vehicle (Figure 15).

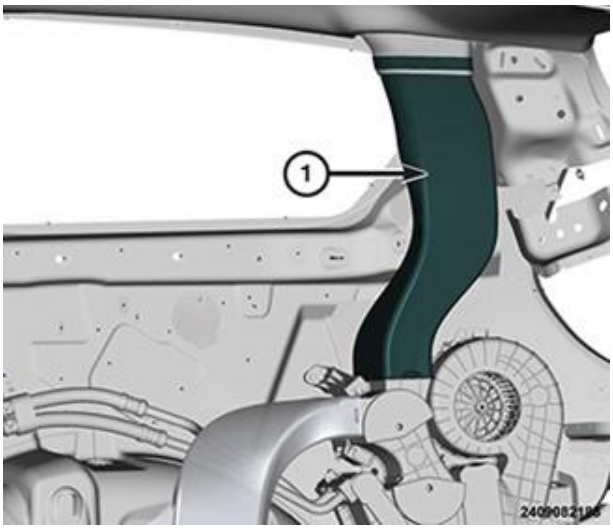

Figure 15 – Ceiling Distribution Duct

1 - Rear Ceiling Distribution Duct

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38. Remove the curtain airbag push-fastener that is installed through the D-pillar extension, then unclip and lower the extension to remove (Figure 16).

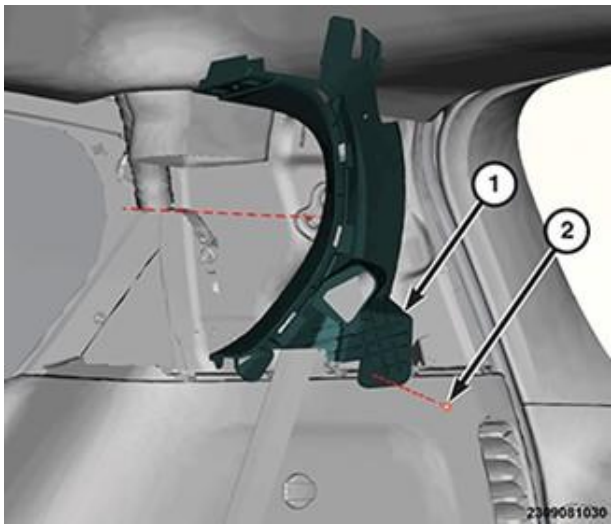

Figure 16 – D-Pillar Extension

1 - D-Pillar Extension

2 - Screw

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39. Using a small pry tool, open the visor screw cover and remove the screw (Figure 17).

40. Rotate the visor upward towards the roof to remove it from the opening (Figure 17).

41. If equipped, disconnect the harness connector from the visor (Figure 17).

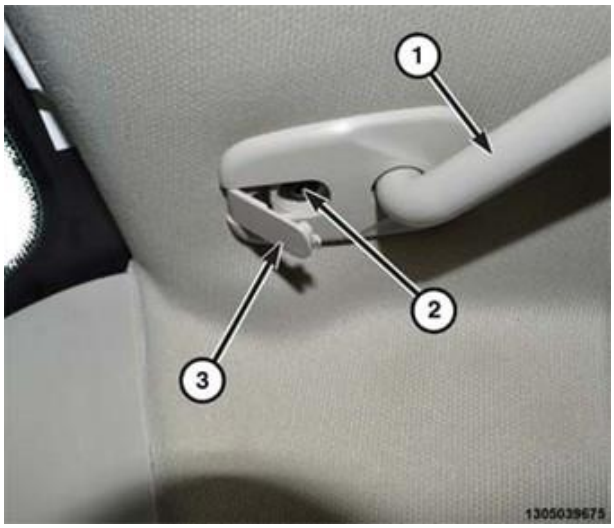

Figure 17 – Sun Visor

1 - Sun Visor
2 - Screw
3 - Screw Cover

42. Using a small pry tool, open the sun visor support screw cover (Figure 18).

43. Remove the screw and the sun visor support (Figure 18).

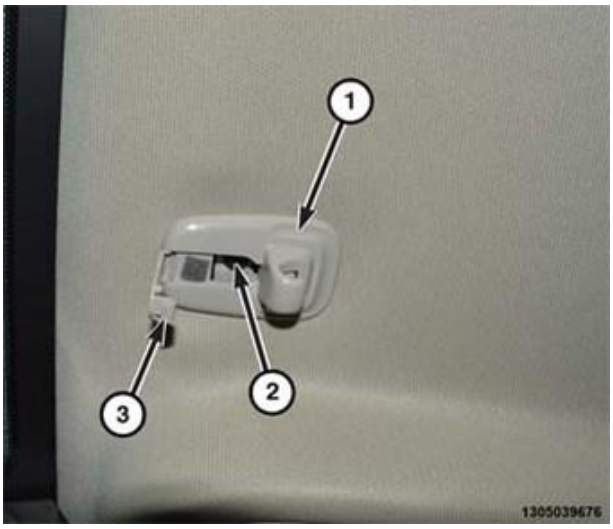

Figure 18 – Sun Visor Support

1 - Visor Support
2 - Screw
3 - Screw Cover

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44. Open the rear observation mirror of the front overhead console (Figure 19).

45. Remove the two screws (Figure 19).

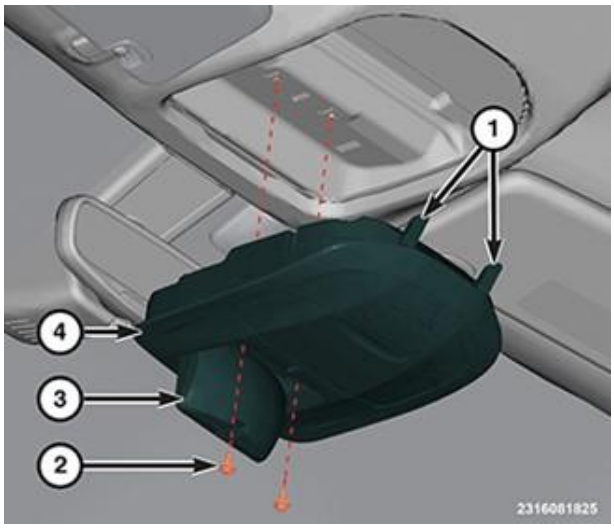

Figure 19 – Front Overhead Console

1 - Hooks
2 - Screws
3 - Observation Mirror
4 - Overhead Console

46. Using a trim stick or equivalent release the rear dome lamp / camera from the headliner. Disconnect the wire harness connectors and remove lamp / camera from vehicle (Figure 20).

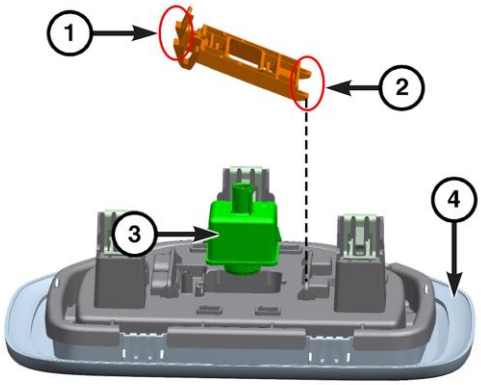

Figure 20 – Dome Lamp / Camera

1 - Retaining Tabs
2 - Interior Camera Bracket Tabs
3 - Interior Camera
4 - Dome Lamp

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47. Open the coat hook, open the screw cover, remove the screw and the coat hook (Figure 21).

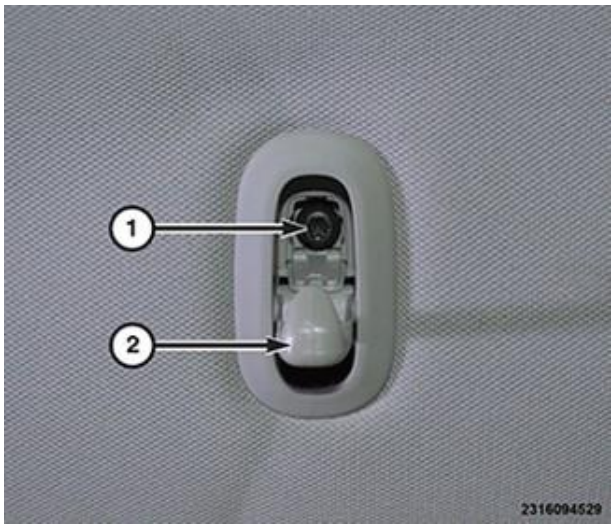

Figure 21 – Coat Hook

1 - Screw
2 - Coat Hook

48. If equipped with grab handles, remove screw covers, remove screws and then remove grab handle from the vehicle (Figure 22).

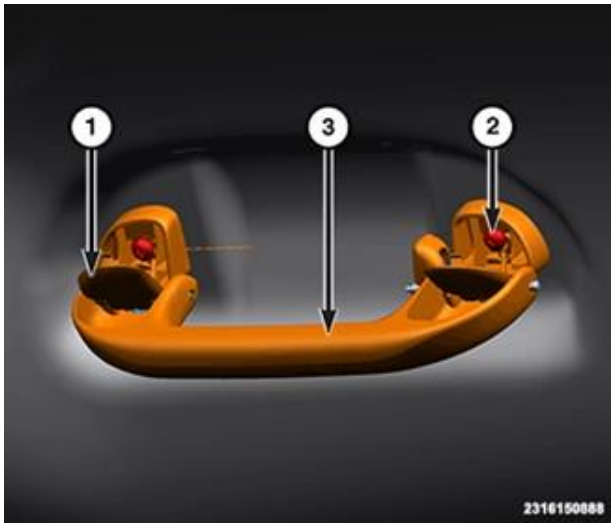

Figure 22 – Grab Handle

1 - Screw Cover
2 - Screws
3 - Grab Handle

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NOTE: In the event the headliner is damaged or creased during removal, it will need to be replaced with a new headliner.

NOTE: Use clean gloves or make sure your hands are clean before removing the headliner.

49. Using a trim stick or equivalent, release the push fastener at the location at the rear of the headliner (Figure 23).

50. With the help of an assistant starting at the rear of the vehicle, release the hook and loop fasteners by hand, then around the sunroof openings, if equipped (Figure 24).

51. Using a long trim stick, reach up above the headliner and release the three steel retainers that retain the rear heater controls bracket to the roof panel (Figure 23).

NOTE: Washer fluid may drain from this hose when disconnection. Use a container to catch the fluid, then plug the hose with a suitable stopper.

NOTE: The hose is attached to the headliner, be careful not to pull it loose.

52. Lower the rear of the headliner slightly and disconnect the rear window washer hose (Figure 24).

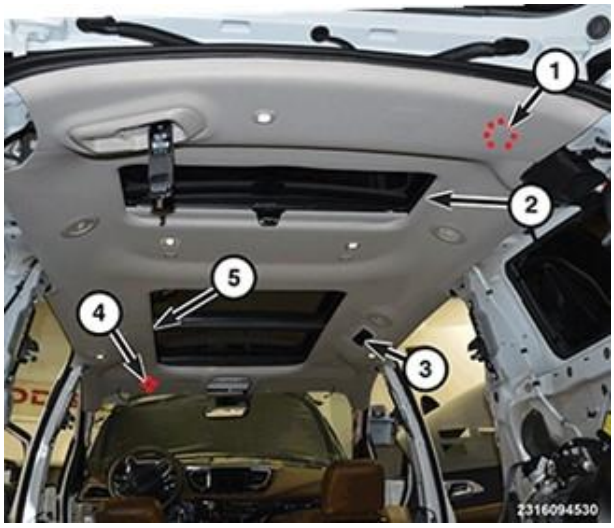

Figure 23 – Headliner

1 - Push Fastener
2 - Sunroof Opening
3 - Rear Heater Controls
4 - Push Fastener
5 - Sunroof Opening

53. Carefully pull the headliner downward releasing all the hook and loop fasteners (Figure 24).

NOTE: If the vehicle is equipped with a sunroof, there is a safety tether on the right side that needs to be released from the sunroof frame.

54. Remove the headliner through the rear of the vehicle.

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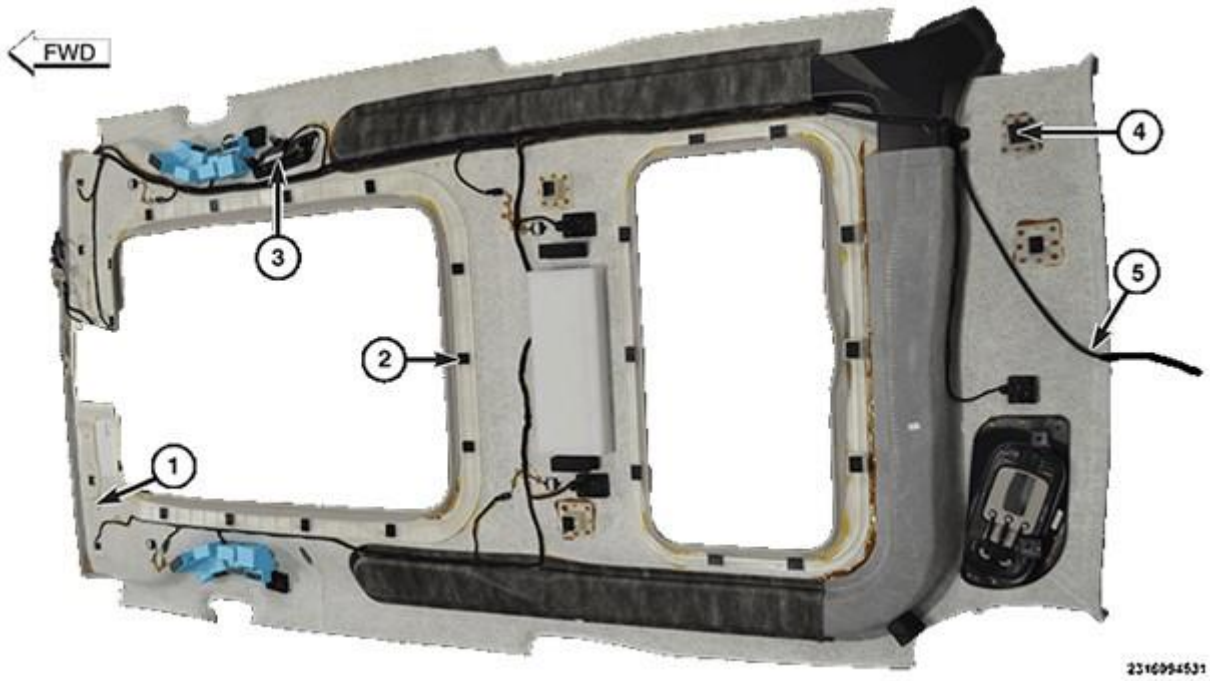

Figure 24 – Headliner is Shown Lowered for Reference

1 - Locating Pin
2 - Hook and Loop Fasteners
3 - Heater Control Bracket
4 - Rear Locating Pin
5 - Window Washer Hose

WARNING: HANDLING NON-DEPLOYED SUPPLEMENTAL RESTRAINTS

- **At no time should any source of electricity be permitted near the inflator on the back of a non-deployed airbag or seat belt tensioner. When carrying a non-deployed airbag, the trim cover or airbag cushion side of the unit should be pointed away from the body to minimize injury in the event of an accidental deployment. If the airbag unit is placed on a bench or any other surface, the trim cover or airbag cushion side of the unit should face upward to minimize movement in the event of an accidental deployment.**

- **When handling a non-deployed seat belt tensioner, take proper care to keep fingers out from under the retractor or buckle cover and away from the seat belt webbing or cable where it exits from the retractor or buckle cover. In addition, the SRS should be disarmed whenever any steering wheel, steering column, seat belt tensioner, airbag, impact sensor or instrument panel components require diagnosis or service. Failure to observe this warning could result in accidental airbag deployment and possible personal injury.**

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- **All damaged, ineffective or non-deployed airbags and seat belt tensioners which are replaced on vehicles are to be handled and disposed of properly. If an airbag or seat belt tensioner unit is ineffective or damaged and non-deployed, refer to the Hazardous Substance Control System for information regarding the potentially hazardous properties of the subject component and the proper safe handling procedures. Then dispose of all non-deployed and deployed airbags and seat belt tensioners in a manner consistent with state, provincial, local and federal regulations.**

NOTE: The following side Curtain Airbag (CAB) steps must be performed to replace left side CAB.

55. Disconnect the body wire harness connector for the CAB from the connector receptacle of the inflator above the front door opening (Figure 25).

56. Remove the fastener that secures the airbag front tether to the A-pillar (Figure 25).

57. Remove the fastener that secures the airbag rear tether to the D-pillar (Figure 25).

58. Remove the fasteners that secure the CAB to the inner roof rail (Figure 25).

59. Remove the CAB from the vehicle as a unit and **DISPOSE** of in a proper manner (Figure 25).

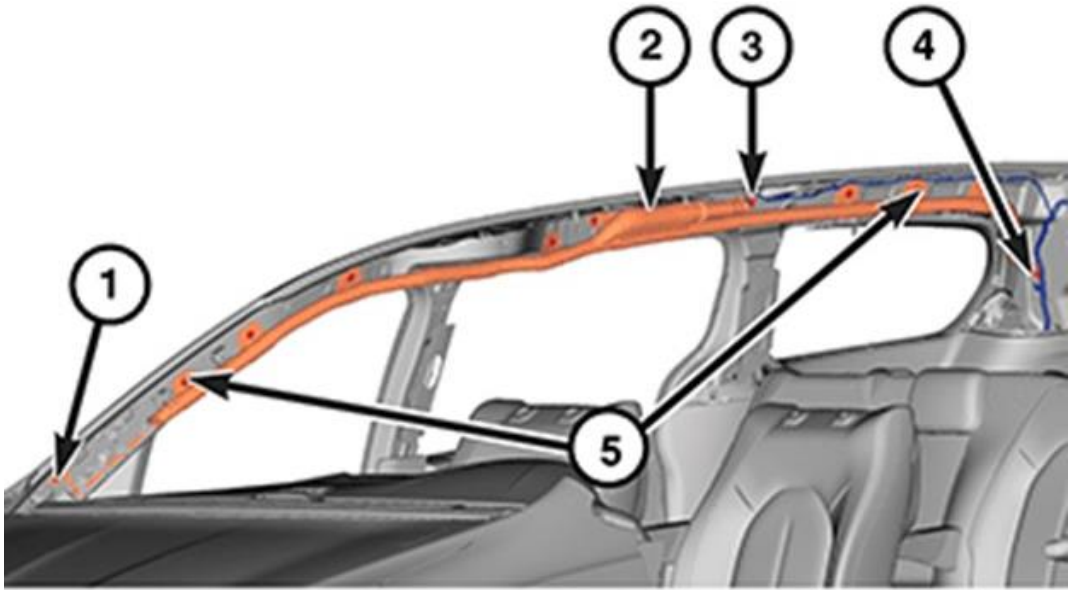

Figure 25 – Side Curtain Airbag (CAB)

1 - Fastener
2 - SABIC
3 - Body Wire Harness Connector
4 - Fastener
5 - Fasteners

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WARNING: To avoid serious or fatal injury, use extreme care to prevent any foreign material from entering the side curtain airbag, or becoming entrapped between the side curtain airbag cushion and the headliner. Failure to observe this warning could result in occupant injuries upon airbag deployment.

60. Obtain the **NEW** CAB for the left side of the vehicle.

61. Clean the CAB mounting studs with mineral spirits, toluene, or equivalent (Figure 25).

62. Apply blue threadlocking compound Mopar Part Number 04318031AB (MS-90061) or equivalent to the CAB mounting studs (Figure 25).

63. Install the **NEW** CAB to the vehicle as a unit (Figure 25).

64. Engage the CAB to the weld studs of the inner roof side rail. Be certain that the CAB is not twisted.

65. Working from front to rear, install the fasteners that secure the CAB and the inflator bracket to the inner roof rail and tighten to 6 N·m (53 in. lbs.) (Figure 25).

    NOTE: The CAB tether tab must be properly positioned in the corresponding hole. Failure to insert the tab in the corresponding hole could allow the tether end to rotate out of proper position while tightening the fastener (Figure 26).

66. Install the fastener that secures the airbag front tether to the A-pillar and tighten to 6 N·m (53 in. lbs.) (Figure 25).

67. Install the fastener that secures the airbag rear tether to the D-pillar and tighten to 6 N·m (53 in. lbs.) (Figure 25).

68. Connect the body wire harness connector for the SABIC to the connector receptacle of the inflator above the sliding door opening (Figure 25).

69. Install the headliner through the rear of the vehicle.

    NOTE: If the vehicle is equipped with a sunroof, there is a safety tether on the right side that needs to be attached to the sunroof frame.

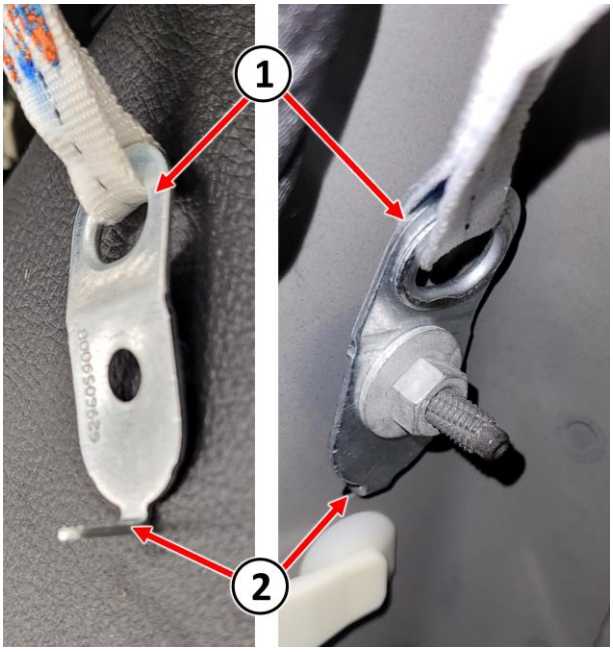

Figure 26 – CAB Tether

1 - Tether
2 - Tether Tab

    NOTE: The hose is attached to the headliner, be careful not to pull it loose.

70. Connect the rear window washer hose (Figure 24).

71. Attach all the hook and loop fasteners (Figure 24).

72. Attach the three steel retainers that retain the rear heater controls bracket to the roof panel (Figure 23).

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73. If equipped with grab handles, position the grab handle to the headliner, install the screws and tighten securely then install the screw covers (Figure 22).

74. Position the coat hook to the headliner, install the screw and tighten securely then close the screw cover (Figure 21).

75. Connect the wire harness connectors to the lamp and camera, install the rear dome lamp / camera to the headliner (Figure 20).

76. Install the two screws securing the front overhead console (Figure 19).

77. Close the front overhead console rear observation mirror (Figure 19).

78. Position the sun visor support and install the screw, tighten securely then close the screw cover (Figure 18).

79. Connect the harness connector to the visor (Figure 17).

80. Install the visor to the roof and install the screw, tighten securely then close the screw cover (Figure 17).

NOTE: Make sure the D-pillar trim panel engages into the weatherstrip properly.

81. Install the D-pillar extension to the vehicle then install the curtain airbag push-fastener (Figure 16).

82. Install the rear ceiling distribution duct to the vehicle by first engaging the duct to the headliner then install the bottom end to the rear HVAC housing (Figure 15).

83. Install the quarter trim panel engaging the retainers (Figure 14).

84. Position the C-pillar trim panel to the vehicle and engage the retainers (Figure 13).

85. Install the C-pillar trim panel screw, tighten securely then install the screw cover (Figure 12).

86. Move the seat belt height adjuster back to the original customer preferred position (Figure 12).

87. For LEFT side of vehicle, engage the C-pillar extension trim retaining clips, install the screw, tighten securely then install the screw cover (Figure 10).

88. For RIGHT side of vehicle, install the C-pillar extension trim panel engaging the retaining clips, install the screw, tighten securely then close the coat hook (Figure 9).

89. Position the D-pillar trim panel to the vehicle, engage the retaining clips, install the screw, tighten securely, then install the screw cover (Figure 8).

90. Align the seat belt height adjuster bezel then align retaining clips from B-pillar trim into slots on B-pillar and press to fully seat retainers (Figure 7).

91. Move the seat belt height adjuster up and down to check that it works properly. If it does not work properly, remove the B-pillar trim and align the seat belt height adjuster bezel.

92. Tighten the grab handle bolts securely (Figure 6).

93. Install the B-pillar extension and engage the remaining clips (Figure 5).

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94. B-pillar front seat belt adjuster, clean the turning loop mounting studs with mineral spirits, toluene, or equivalent.

95. Apply blue threadlocking compound Mopar Part Number 04318031AB (MS-90061) or equivalent to the B-pillar front seat belt adjuster turning loop mounting studs.

96. Position the seat belt turning loop onto the height adjuster. Be certain that the seat belt webbing between the retractor and the turning loop is not twisted (Figure 4).

97. Install the nut that secures the turning loop to the height adjuster. Tighten the nut to 39 N·m (29 Ft. Lbs.) (Figure 4).

98. Move the seat belt height adjuster back to the original customer preferred position (Figure 4).

99. Connect the rear washer hose (and unclip the hose from the passenger side A-pillar, if equipped (Figure 3).

100. Connect the wire harness connectors and unclip the wire harness from the passenger side A-pillar (Figure 3).

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

    a) Insert the A-pillar trim panel tabs into the instrument panel (Figure 2).

    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 2).

    d) If equipped with a grab handle, install the two bolts and tighten securely (Figure 2).

    e) If equipped with a grab handle, install the cover (Figure 2).

102. Perform the **Supplemental Restraint System Verification Test**. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 10 - Restraints / Standard Procedure.

103. **Plug-in Hybrid Electric Vehicle (PHEV):** Power up the 12-volt system. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> **08 - Electrical / Standard Procedure / Low Voltage - 12 Volt Power up**.

104. **Internal Combustion Engine (ICE) Vehicle:** If equipped with an Intelligent Battery Sensor (IBS), connect the IBS connector first before connecting the battery negative cable. Connect the battery negative cable.

105. **Third row seats:** Return the seats back to the original customer preferred position.

106. **Second row seats:** Return the seats back to the original customer preferred position.

107. **Front seats:** Return the seats back to the original customer preferred position.

108. Install the front seat head rests to the seat (Figure 1).

109. Close the doors and liftgate.

110. Return the vehicle to the customer or inventory.

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This notice applies to your vehicle,

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

86C/NHTSA 25V-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 86C.

IMPORTANT SAFETY RECALL

Side Curtain Airbag

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 [2025 model year (RU) Chrysler Pacifica and Chrysler Voyager] vehicles fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 226 – Ejection Mitigation**.**

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 Curtain Airbag (CAB) on your vehicle [1] may not retain sufficient pressure during deployment. **CABs which do not have proper pressure retention may reduce occupant protection and increase the risk of partial and complete ejection and injury of an occupant through a side window during certain types of crashes.**

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 571.226 S4.2.1 requires that "When propel[led] ... into the impact target locations ... the most outboard surface of the ... headform must not displace more than 100 millimeters beyond the zero displacement plane." Suspect CABs may not retain sufficient pressure to prevent headform displacement of more than 100 mm.

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 left side CAB. The estimated repair time is two 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. 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

FCA
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 1-888-275-9171), 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.