



March 2022

Dealer Service Instructions for:

Safety Recall Z22 / NHTSA 22V-181 Second Row Seat to Floor Latch

Remedy Available

2021 - 2022 (RU) Chrysler Pacifica
2021 (RU) Chrysler Voyager

NOTE: This recall applies only to the above vehicles equipped with Easy Slide Second Row Bucket Seats (sales code CY3).

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. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The second-row seat latches on about 1,160 of the above vehicles may have a seat-to-floor mounting latch that may bind and stick open. A seat not secured may increase the risk of injury to the seat occupant during a crash.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 225 S9.4.1 requires that, "When tested in accordance with S11 [detailing the pull tests], the lower anchorages shall not allow point X on SFAD 2 to be displaced horizontally more than the distances specified below ... (b) 150 mm, for lower anchorages when a force of 5,000 N is applied in a lateral direction." A stuck open second row seat-to-floor mounting latch may prevent the seat from being properly secured to the floor and not meet the lateral force requirement.

Repair

Inspect both (Left and Right) of the second-row seat to floor latches and replace the seat riser(s) as necessary.

NOTE: Do NOT cycle, loosen, or attempt to repair the latch, simply release the seat, and inspect the latch. All seat-to-floor mounting latch(s) that may bind and stick open, MUST have the riser replaced. Begin the Inspection procedure on page 3.

Alternate Transportation

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if inspection determines that seat riser replacement is required, and the vehicle must be held overnight.

Inspection Procedure

1. Access the interior of the vehicle.
2. Move the front seats first row forward to create room for second row seat tumble function (Figure 1). **NOTE: Using the button on the B-pillar move the front seat forward. If button is not present is not present on the B-pillar, move the seat forward using seat switch button on front seat or manually move the seat using the towel bar.**

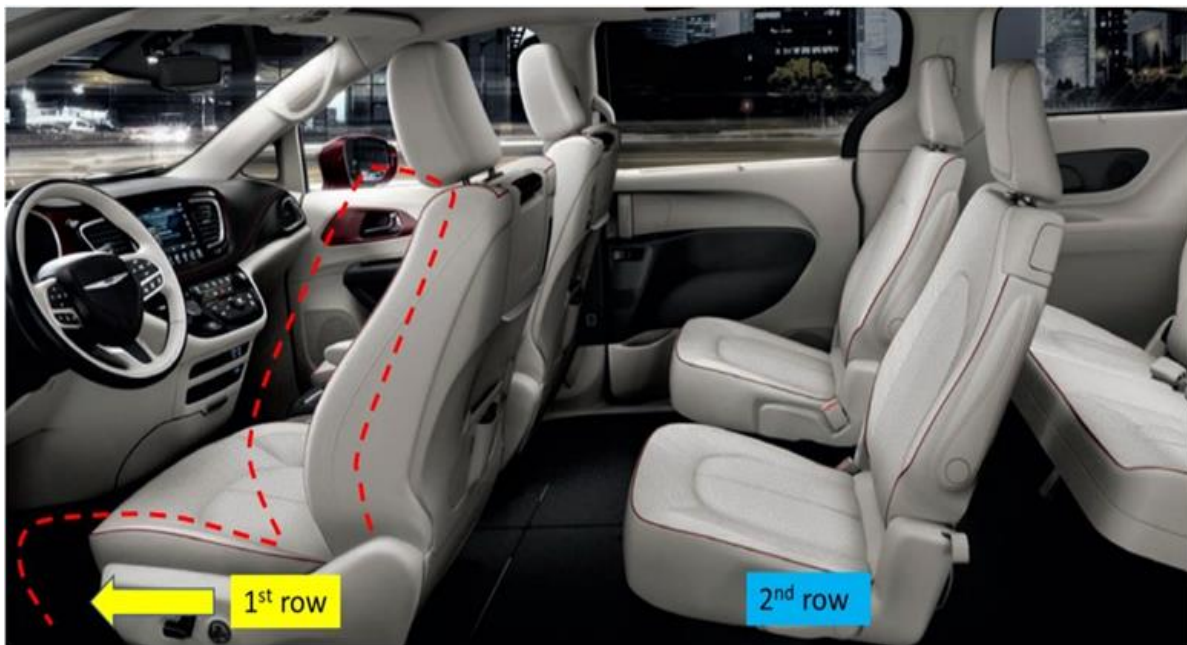


Figure 1 – Move Front Seats Forward

Inspection Procedure [Continued]

3. Fold the second-row seat back by pulling up on the recline handle to fold the seat back forward (Figure 2).



Figure 2 – Fold Second Row Seat Back Forward

4. Pull strap to release rear seat latches (Figure 3).
5. Tip second row seat forward and release strap to allow latches return to their home position for visual inspection of latches (Figure 4).



Figure 3 – Pull Release Strap

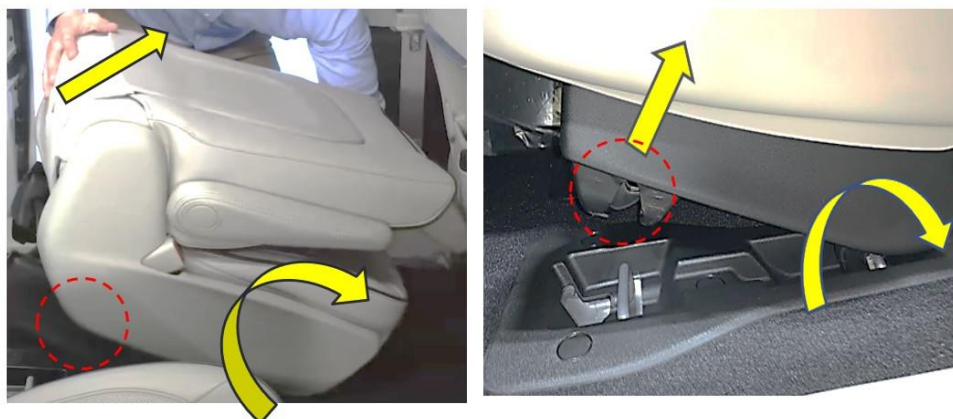


Figure 4 – Tip Second Row Seat Forward for Visual Inspection of Latches

Inspection Procedure [Continued]

6. Perform this inspection on both second-row seats. Visually inspect the latch position of **both** latches on each of the second-row seats (Figure 5).
 - If **both** seat latches are in the **CLOSED** position, that seat passes inspection. Continue with **Step 7** to put seat back in upright position.
 - If **either** seat latch is in the **OPEN** position, that seat does NOT pass inspection and repair will be necessary. Proceed to **Step 10**.

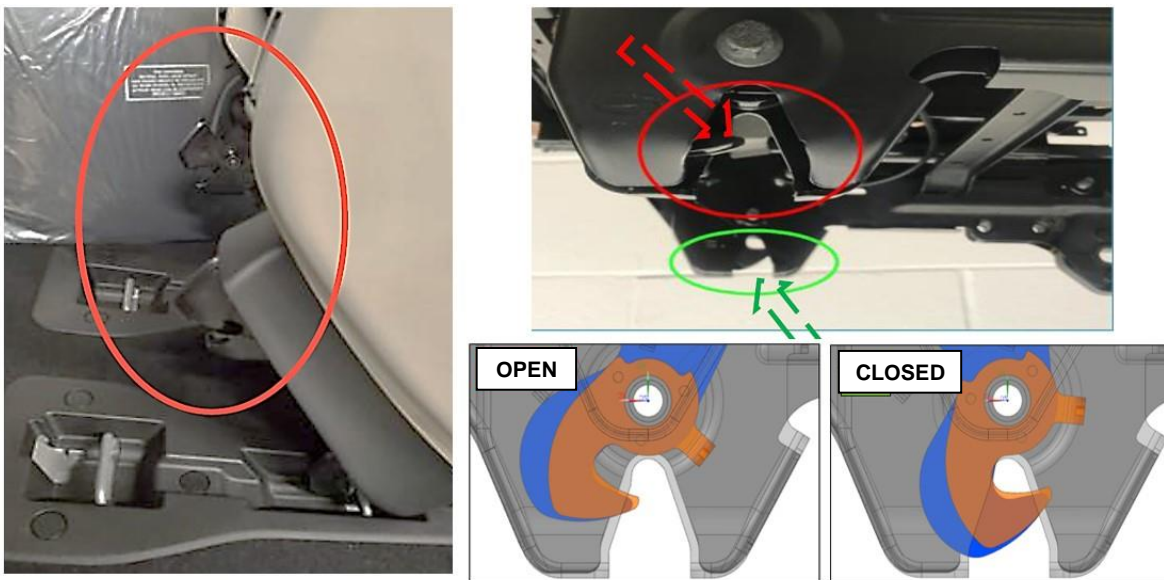


Figure 5 – Inspect Latch Position on Both Latches

7. If seat passed inspection, rotate the seat back to its original position and push against the floor strikers to secure the seat to the vehicle (Figure 6).



Figure 6 – Latch Seat to Floor

Inspection Procedure [Continued]

8. Return the second-row seat back to its original position by pulling up on the recline handle to release seat back. While handle is still in fully open position. Lift seat back to an upright position then release the handle (Figure 7).



Figure 7 – Fold Second Row Seat Back Forward

9. If both seats passed the seat latch inspection, return the vehicle to the customer or inventory.
10. If either or both seat(s) did not pass the seat latch inspection, those seats with latches that did not pass inspection will require riser assembly replacement. Order the necessary parts from the Parts Information section then proceed to the Service Procedure section.

Parts Information

NOTE: Parts can only be ordered through campaignteam@fcagroup.com. Please provide a clear visible picture of the defective latch, location of seat riser needed (Left or Right), VIN, Mileage, and Dealer Code. The Supply Chain team will place the seat riser parts order and will ship to your dealership.

Parts Return

No parts return required for this campaign.

Render the recalled seat riser unusable and discard.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

A. Seat Riser Replacement Procedure

NOTE: The service procedure below is only for a seat riser that failed the seat latch inspection procedure.

1. Remove the seat from the vehicle and place on a clean protective work surface to prevent damage to the seat.
2. Using an appropriate tool remove the C-clip from behind the seat recline handle (Figure 8).



Figure 8 – C-Clip Removal

3. Remove seat recline handle from shaft spline (Figure 9).

NOTE: It may be necessary to use a trim tool and leverage at the base of the handle shaft to release the handle from the spline (Figure 10).

Use care not to damage the trim panel.



Figure 9 –Handle Removal



Figure 10 – Handle Removed

Service Procedure [Continued]

4. Remove the screws fastening the rear seat cushion side shields (Figure 11).

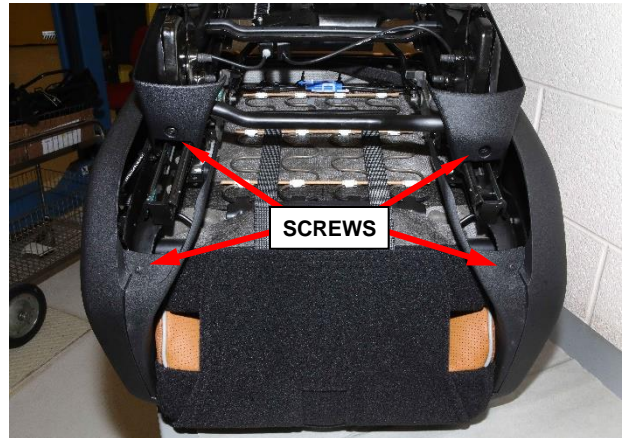


Figure 11 – Screws

5. Remove the screws fastening the front seat cushion side shields (Figure 12).

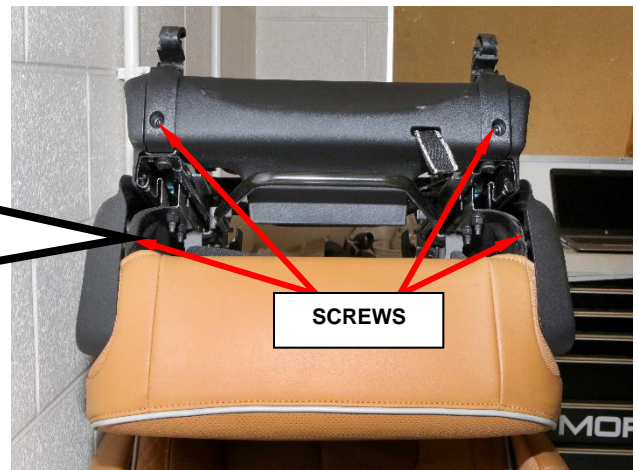
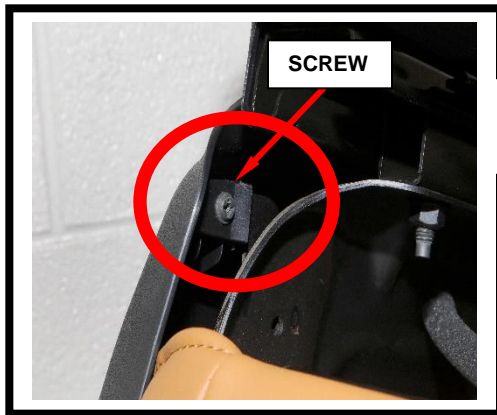


Figure 12 - Screws

6. Remove the side shields by releasing the retainer by pushing the shield down then forward to disengage the shield from the seat cushion frame (Figure 13).

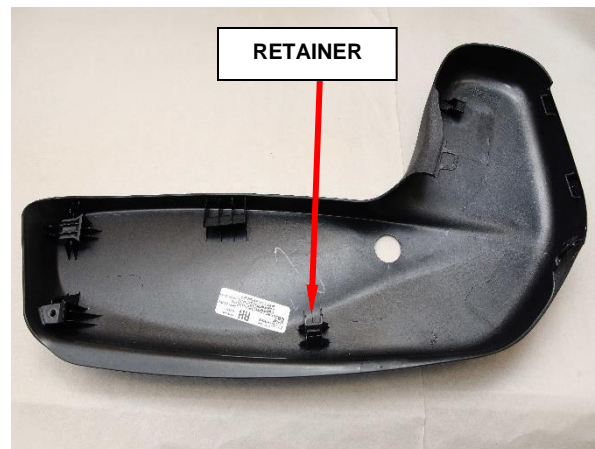


Figure 13 – Side Shield

Service Procedure [Continued]

7. Disengage the fir clips and remove the screw retaining the side seat track cover (Figure 14).

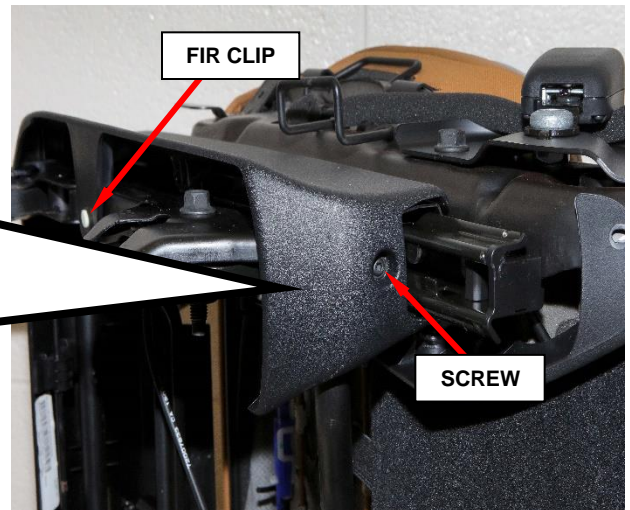
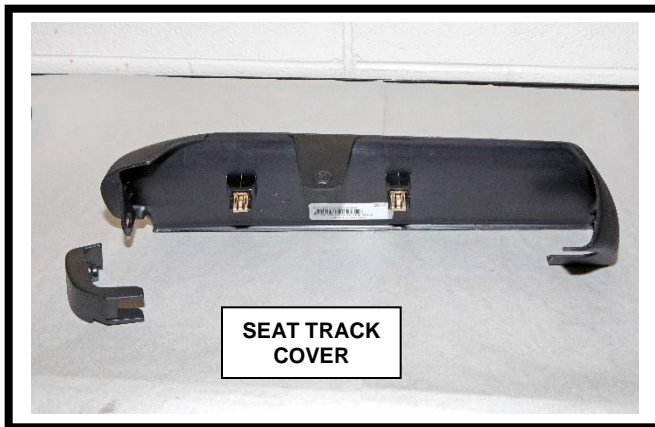


Figure 14 - Seat Track Cover

8. Disengage the front seat track cover and remove the cover (Figure 15).

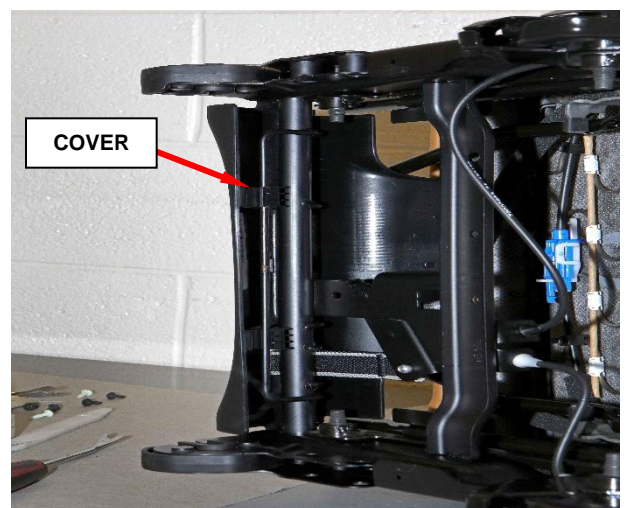


Figure 15 – Front Seat Track Cover

Service Procedure [Continued]

9. Release the J-channels and disconnect any electrical connectors then remove the seat cushion and cover assembly from the seat frame (Figure 16).

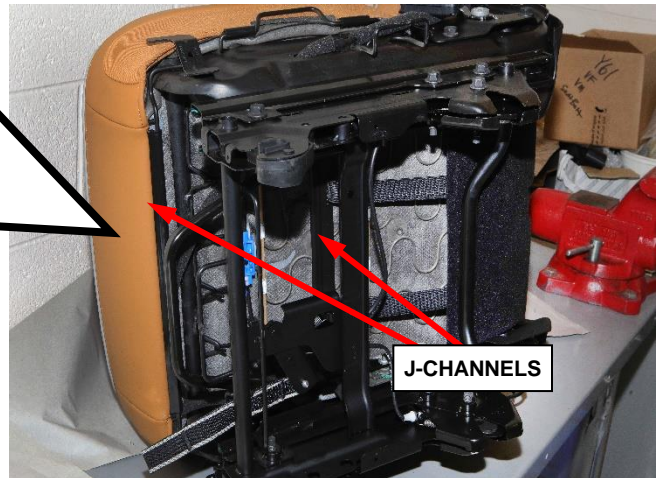
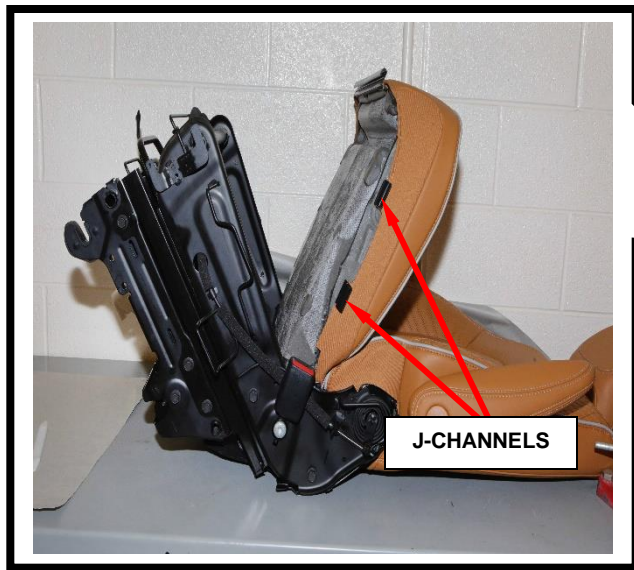


Figure 16 – J-Channels

10. **If Equipped:** Remove the two nuts securing the seat heater contact block to the seat riser (Figure 17).



Figure 17 – Contact Block

11. **If Equipped:** Release the seat heater contact block wire harness retainers from the seat riser then position the seat heater contact block aside being careful to not stress or damage the wires.

Service Procedure [Continued]

12. Remove the eight nuts (four each side) securing the seat cushion frame to the seat riser (Figure 18).

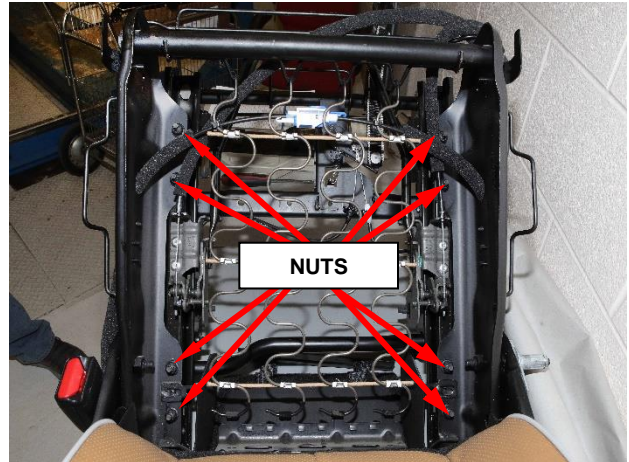


Figure 18 – Nuts

13. Disconnect the cables from the seat riser (Figure 19).

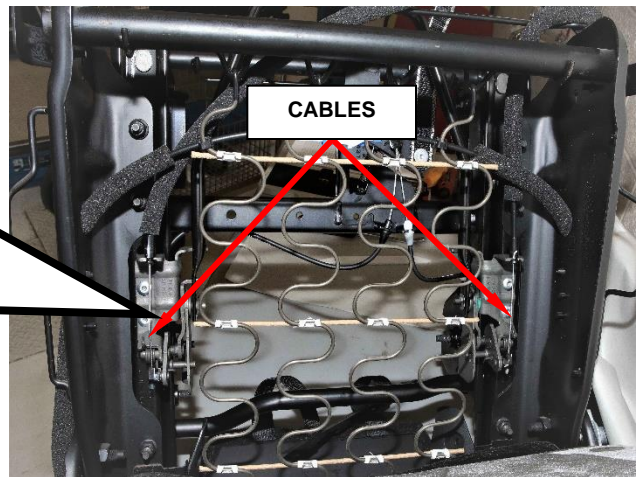
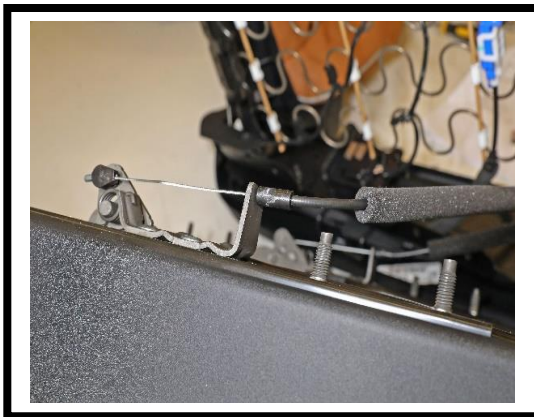


Figure 19 – Cables

14. Render the removed seat riser unusable and **DISCARD**.

Service Procedure [Continued]

B. Seat Riser Reassembly Procedure

1. Position the **NEW** seat riser to the seat frame.
2. Connect the cables to the seat riser (Figure 19).
3. Install the eight nuts (four each side) securing the seat cushion frame to the seat riser, then tighten the nuts to 25 N·m (18 ft. lbs.) (Figure 18).
4. **If equipped:** Install the seat heater contact block to the seat riser then install the two nuts and tighten the nuts to 25 N·m (18 ft. lbs.) (Figure 17).
5. **If equipped:** Secure the seat heater contact block wire harness retainers to the seat riser.
6. While installing the seat cushion and cover assembly to the seat frame, connect any seat cushion electrical connectors then attach the J-channels to the seat frame (Figure 16).
7. Install the front and rear seat riser covers and secure.
8. Install the side shields by pushing the shield rearward to engage the shield to the seat cushion frame then push on the shield to secure the retainer (Figure 13).
9. Install the screws fastening the seat cushion side shields (Figure 11, Figure 12).
10. Install the C-clip on the seat recline handle then install the seat recline handle to the seat recliner shaft spline (Figure 9).
11. Install the seat in the vehicle and ensure that the seat latch functions properly.
12. Return the front seats to the original position.
13. Return the vehicle to the customer.

Completion Reporting and 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 one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect All Second Row Seat Latches	23-Z2-21-81	0.2 hours
Inspect All and Replace One Seat Riser	23-Z2-21-82	0.8 hours
Inspect All and Replace Two Seat Risers	23-Z2-21-83	1.4 hours

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

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 and 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 Assistance/Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Z22/NHTSA 22V-181

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 Z22.

IMPORTANT SAFETY RECALL

Second Row Seat to Floor 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 [2021 – 2022 Model Year (RU) Chrysler Pacifica, 2021 Chrysler Voyager] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 225 S9.4.1 which requires that, "When tested in accordance with S11 [detailing the pull tests], the lower anchorages shall not allow point X on SFAD 2 to be displaced horizontally more than the distances specified below ...(b) 150 mm, for lower anchorages when a force of 5,000 N is applied in a lateral direction." A stuck open second row seat-to-floor mounting latch may prevent the seat from being properly secured to the floor and not meet the lateral force requirement.

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 second-row seat-to-floor mounting latch in your vehicle ^[1] may bind and stick open. A seat not secured may increase the risk of injury to the seat occupant during a crash.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will inspect both second-row seat latch(s) and, if necessary, replace the second-row seat riser. The estimated repair time is about 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. 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.