



June 2016

Dealer Service Instructions for:

## **Safety Recall S37 / NHTSA 16V-300**

### **Third Row Seat Back**

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#### **Models**

**2016 (RT) Chrysler Town and Country**

**2016 (RT) Dodge Caravan**

*NOTE: This recall applies only to the above vehicles equipped with third row seats built from March 16, 2016 through March 17, 2016 (MDH 031616 through 031704).*

*IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired 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 third row 60% side seat marriage nuts on about 90 of the above vehicles were not tightened properly during the manufacturing process. If the marriage nuts are not tightened to the proper torque specification, there could be a separation of the third row seatback frame assembly from the cushion frame assembly. Separation of the third row seatback frame assembly from the cushion frame assembly could increase the potential for third row seat occupants to be injured during a crash.

**Repair**

The third row 60% side seatback frame assembly to cushion frame assembly marriage nuts must be tightened to the correct torque specification.

**Alternate Transportation**

Dealers should attempt to minimize customer inconvenience by placing the owner in a loaner vehicle if tightening of the third row seat nuts is required and the vehicle must be held overnight.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
05102477AA	Nut, M10X1.5 (order as required)

Due to the small number of involved vehicles expected to require nuts, no parts will be distributed initially. *Very few vehicles are expected to require nuts.*

**Parts Return**

No parts return required for this campaign.

**Special Tools**

No special tools are required to perform this service procedure.

## Service Procedure

1. Fold both third row seat backs forward (Figure 1).
2. Stow the 60% third row seat and turn over the flipper shield to expose the bottom of the seat (Figure 2).

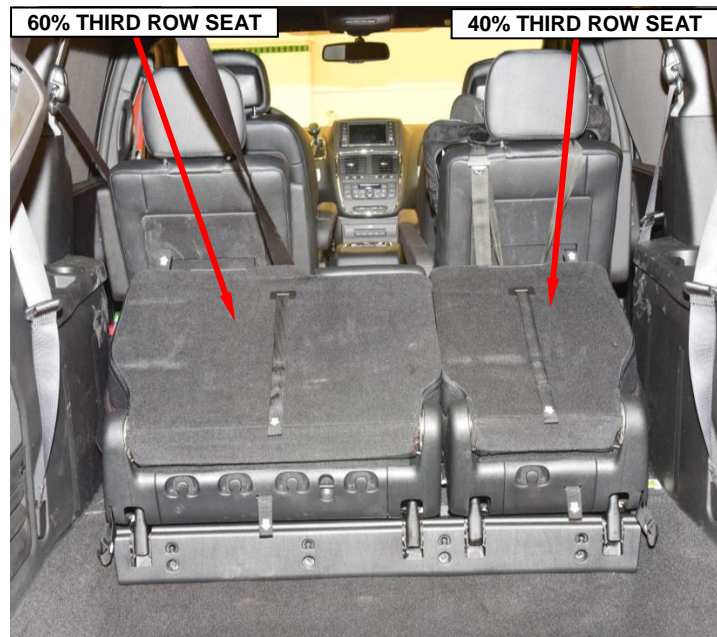


Figure 1 – Third Row Seat Backs Folded

3. Remove and save the two screws from the third row seat back panel of the 60% seat (Figure 2).

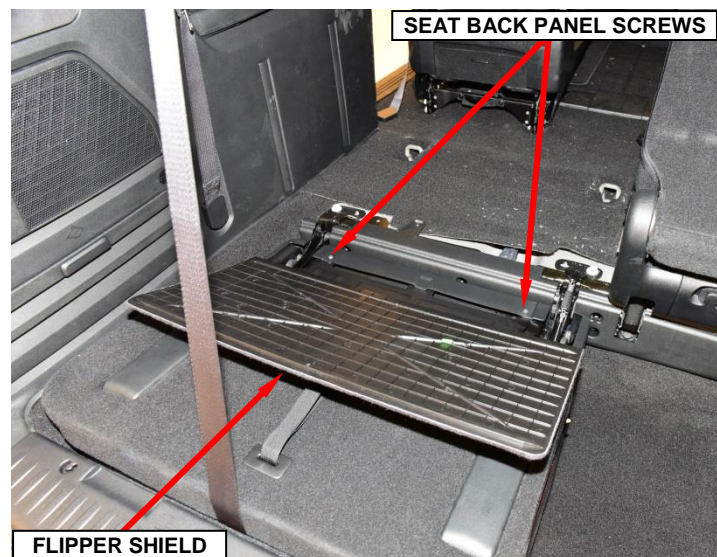
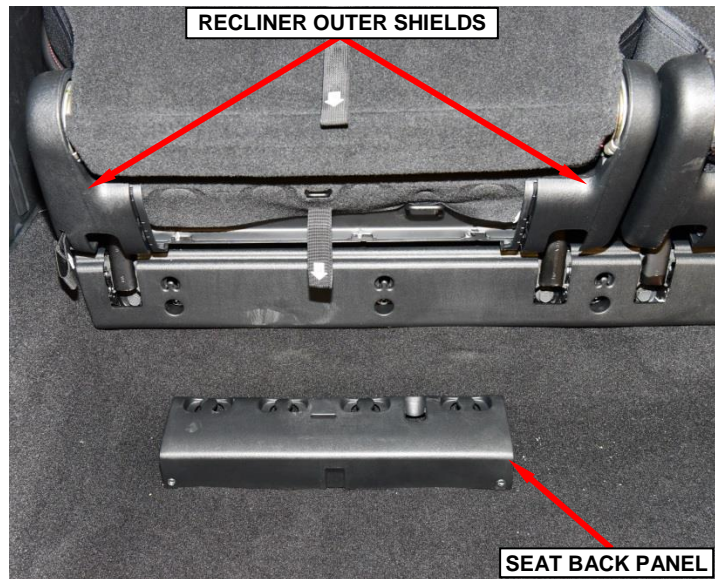


Figure 2 – Screw Access Under Flipper Shield

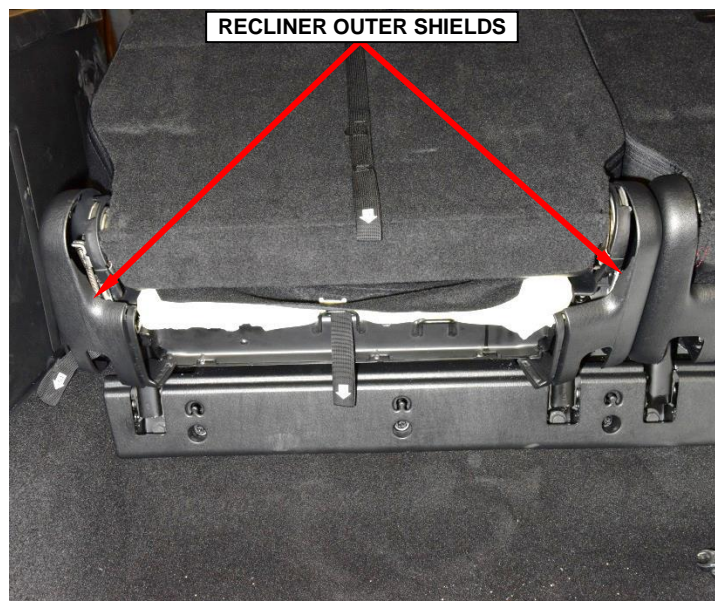
**Service Procedure (Continued)**

4. Unstow the third row 60% seat leaving the seat back folded forward.



**Figure 3 – Third Row 60% Seat Back Panel**

5. Remove and save the third row 60% seat back panel by pulling up from the bottom to release the panel from the seat recliner outer shields (Figure 3).



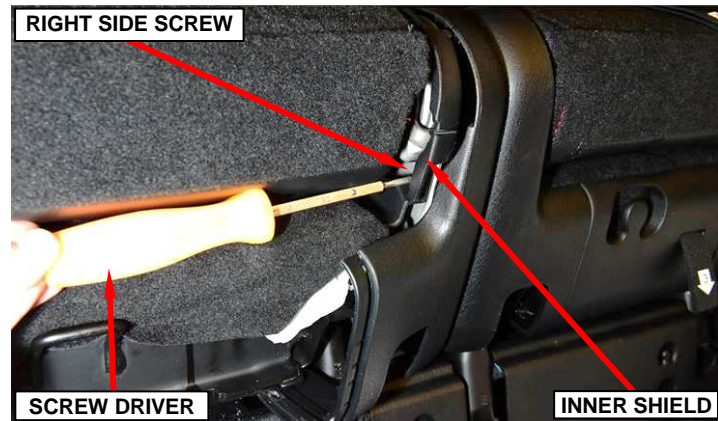
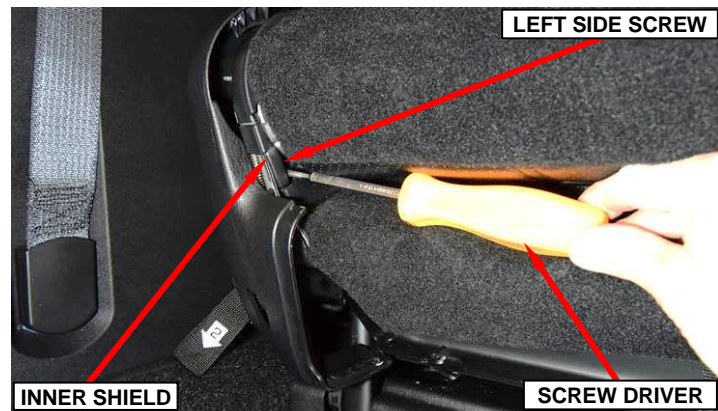
**Figure 4 – Reposition Seat Recliner Shields**

6. Release the third row 60% seat recliner outer shields from the right and left side recliners, positioning the shields slightly to the side (Figure 4).



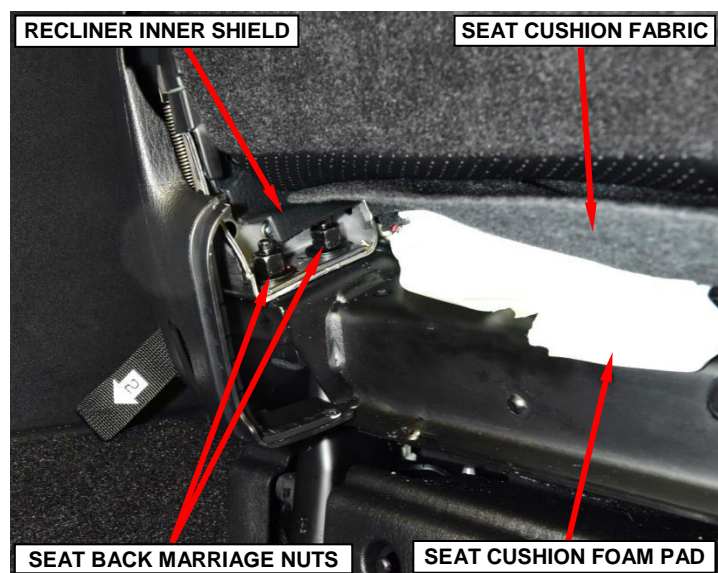
**Service Procedure (Continued)**

7. Remove and save the screw from both the right side and left side 60% third row seat back recliner inner shields (Figure 5).



**Figure 5 – Seat Recliner Inner Shield Screws**

8. Push the seat cushion foam pad and seat fabric forward, then lift upward on the recliner inner shields to expose the seat back marriage nuts on both the left and right sides (Figure 6)



**Figure 6 – Seat Back Marriage Nuts**

**Service Procedure [Continued]**

9. Obtain a Snap-on 3/8 inch drive 15 mm open end metric crowfoot wrench (FCOM15A) or equivalent crowfoot wrench with similar length dimension in order to achieve the proper torque specification while tightening the seat back marriage nuts.

**CAUTION:** Using a crowfoot wrench of longer or shorter dimension will result in nuts that are either too tight or too loose which could result in separation of the third row seatback frame assembly from the cushion frame assembly.



Figure 7 – Crowfoot Adapter Dimensions

10. Using a 3/8 inch drive torque wrench with a crowfoot adapter matching the proper length dimensions, tighten the seat back marriage nuts to 31 ft. lbs. (42.5 N·m). Two nuts on right side and two nuts on left side, four nuts total. If a nut is missing, install a new nut (Figure 8).

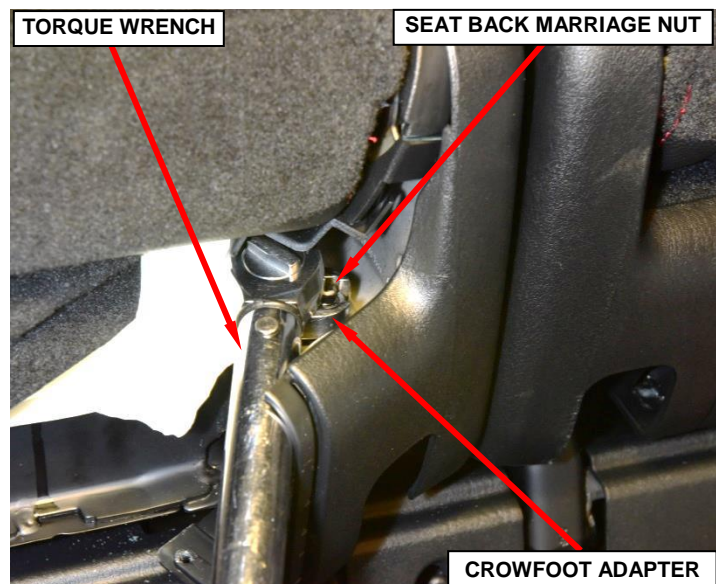


Figure 8 – Tighten Seat Back Marriage Nuts

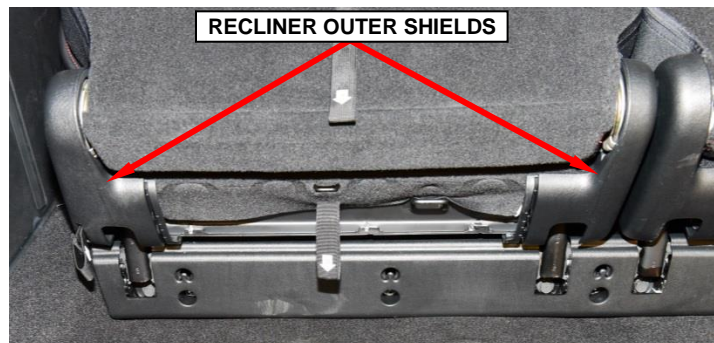


**Service Procedure (Continued)**

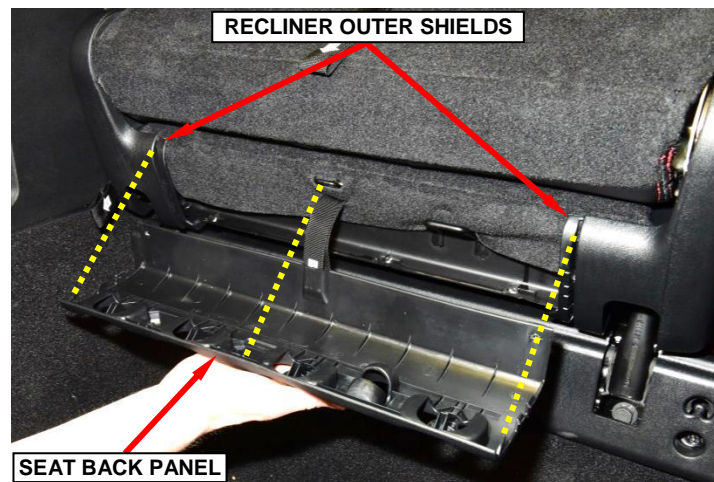
11. Move the seat cushion foam pad and fabric cover back into their original position.
12. Reposition the seat recliner inner shields then install and tighten the screws (Figure 5).
13. Reposition the seat recliner outer shields covering the right and left recliners (Figure 9).
14. Install the seat back panel by first engaging the three retainer features along the top edge of the panel. Then continue installing the panel while aligning the panel to the right and left seat recliner shields (Figures 10 and 11).

**NOTE: Ensure the release strap passes through the slot in the seat back panel (Figure 11)**

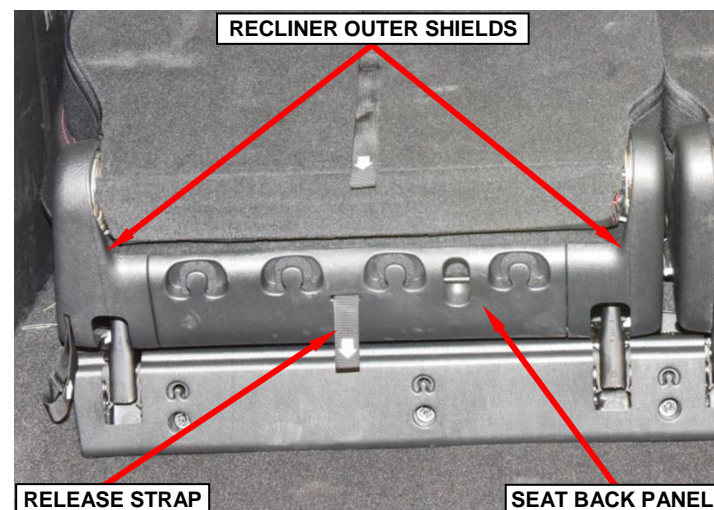
15. Stow the third row 60% seat and turn over the flipper shield to expose the bottom of the seat (Figure 2).
16. Install and tighten the two screws securing the seat back panel to the back side of the third row 60% seat (Figure 2).



**Figure 9 – Seat Recliner Shields**



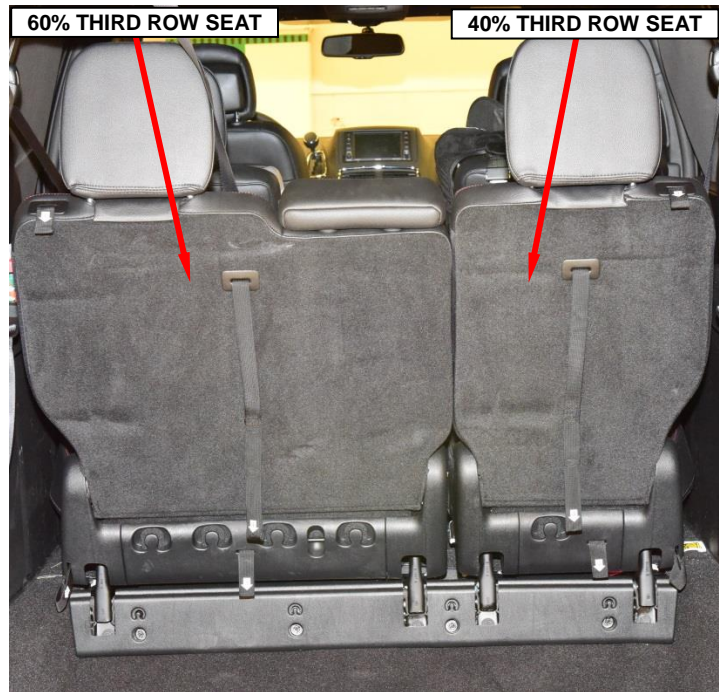
**Figure 10 – Seat Back Panel Retainer Features**



**Figure 11 – Seat Back Panel Properly Installed**

**Service Procedure [Continued]**

17. Unstow the 60% seat and place the rear seat backs of both third row seats in the upright position (Figure 12).



**Figure 12 – Seat Backs In Upright Position**

18. Inspect that the child seat hooks are visible and seat covering is properly positioned (Figure 13).



**Figure 13 – Child Seat Hooks Visible**

19. 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 submitted will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Tighten Third Row 60% Seat Frame Marriage Nuts	23-S3-71-82	0.3 hours

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.

**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.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**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

## IMPORTANT SAFETY RECALL

S37 / NHTSA 16V-300

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2016 model year Dodge Caravan and Chrysler Town and Country vehicles**.

**The problem is...** The third row 60% side seat marriage nuts on your vehicle were not tightened properly during the manufacturing process. If the marriage nuts are not tightened to the proper torque specification, there could be a separation of the third row seatback frame assembly from the cushion frame assembly. Separation of the third row seatback frame assembly from the cushion frame assembly could increase the potential for third row seat occupants to be injured during a crash.

**What your dealer will do...** FCA will repair your vehicle free of charge. To do this, your dealer will tighten the third row seat nuts to the correct torque specification. The work will take about 2 hours to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either [fcarecalls.com](http://fcarecalls.com) or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to [fcarecalls.com](http://fcarecalls.com).

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online or you can mail 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**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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](http://safercar.gov).

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations  
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.