



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 5, 2015

Mr. David Smith  
Sr. Mgr, Product Investigation and Campaigns  
Chrysler (FCA US LLC)  
800 Chrysler Drive  
CIMS-482-00-91  
Auburn Hills, MI 48326-2757

NVS-215SM  
15V-595

**Subject:** Hood may Open Unexpectedly

Dear Mr. Smith:

This letter serves to acknowledge Chrysler (FCA US LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHRYSLER/TOWN AND COUNTRY/2016  
DODGE/GRAND CARAVAN/2016

**Mfr's Report Date:** September 24, 2015

**NHTSA Campaign Number:** 15V-595

**Components:**

LATCHES/LOCKS/LINKAGES:HOOD:LATCH

**Potential Number of Units Affected:** 1,624

**Problem Description:**

Chrysler Group LLC (Chrysler) is recalling certain model year 2016 Chrysler Town and Country and Dodge Grand Caravan vehicles manufactured August 19, 2015 to August 27, 2015. In the affected vehicles, the bolts that attach the hood striker may loosen and, as a result, the hood may open unexpectedly while driving.

**Consequence:**

If the hood opens while driving, the driver's vision may be obstructed, increasing the risk of a crash.

**Remedy:**

Chrysler will notify owners, and dealers will install new hood striker bolts with the proper torque, free of charge. The recall is expected to begin November 6, 2015. Owners may contact Chrysler's customer service at 1-800-853-1403. Chrysler's recall number is R53.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement