



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

**Investigation:** DP 17-003  
**Prompted by:** Defect Petition  
**Date Opened:** 12/01/2017  
**Investigator:** Samuel Wilson  
**Approver:** Stephen Ridella  
**Subject:** Stall/Loss of Motive Power

**Date Closed:** 03/01/2018  
**Reviewer:** Scott Yon

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Chrysler (FCA US LLC)  
**Products:** Model Year 2017 Chrysler Pacifica  
**Population:** 153,859

**Problem Description:** The engine stalls without warning leading to an increased risk of a crash.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
<b>Complaints:</b>	88	445	486**
<b>Crashes/Fires:</b>	0	0	0
<b>Injury Incidents:</b>	0	0	0
<b>Fatality Incidents:</b>	0	0	0
<b>Other*:</b>	0	398	398

\*Description of Other: Warranty claims paid by FCA for stalling related repairs.

\*\* Total eliminates duplicates received by ODI and manufacturer.

## ACTION / SUMMARY INFORMATION

**Action:** Close this Defect Petition. The Petition is considered moot due to FCA conducting NHTSA Safety Recall 18V-049.

### Summary:

By letter dated November 30, 2017, the Center for Auto Safety (CAS) petitioned the National Highway Traffic Safety Administration requesting it open an investigation into allegations of engine stalling in the model year (MY) 2017 Chrysler Pacifica, a new vehicle platform. In support of its petition, CAS cited 57 NHTSA complaints alleging an engine stall in the subject Pacifica vehicles, in addition to other information it provided.

On December 1, 2017, NHTSA's Office of Defects Investigation opened Defect Petition 17-003 as requested by CAS. ODI sent an information request letter to Fiat Chrysler Automobiles (FCA), the manufacturer of the subject Pacifica vehicles, on December 12, 2017 requesting information related to engine stalling in Pacificas. The letter requested FCA provide the information by January 23, 2018.

On January 11, 2018, and after technical discussions with ODI, FCA filed a defect information report advising the agency that it would conduct a safety recall of certain MY2017 Chrysler Pacificas to address a condition resulting in engine stalling without warning. The recall would address nearly 154,000 MY2017 Pacificas manufactured with engine control software that did not contain a routine intended to address loss of crankshaft position information required to keep the engine from stalling. FCA noted the condition could lead to a stall without illuminating a Malfunction Indicator Lamp, and without setting any Diagnostic Trouble Code. Given these conditions, dealer technicians would be unable to properly diagnose, much less correct the cause of the stalling, which resulted in additional stalling events and significant consumer frustration.

ODI reviewed consumer complaints it received through the date of FCA's recall filing and identified 88 alleging engine

stalling. The ODI complaints generally describe stalling that occurs at low engine (RPM) and/or vehicle speeds, and are consistent in that regard with most of the 445 reports FCA provided. Also both the ODI and FCA reports note that the engine could be readily restarted after stalling. Both circumstances are consistent with the root cause FCA identified and is conducting a recall to address. Additionally, FCA was able to identify an older vehicle population that used the same engine as the MY2017 Pacifica, however the vehicles were manufactured with the remedy level software; according to FCA reports of stalling in this population were significantly lower. No crash or injury reports were identified in either the ODI or FCA reports. Certain MY2017 and all MY2018 Pacificas were manufactured with the remedy level software and are thus not included in the recall action.

In view of the recall action FCA has announced, ODI considers the petition moot and is closing the action without a grant or deny decision. The closing of the petition does not constitute a finding by NHTSA that a safety-related defect does not exist, and the agency reserves the right to take additional action if warranted by future circumstances.

Reference (ODI) numbers for the above NHTSA complaints: 11060960, 11060808, 11060711, 11057809, 11057520, 11057493, 11057171, 11057169, 11057025, 11055566, 11055031, 11054808, 11054746, 11054717, 11054274, 11054085, 11053669, 11053588, 11053553, 11053322, 11052905, 11052892, 11052654, 11052336, 11051390, 11051158, 11048832, 11048728, 11048720, 11048661, 11048626, 11048175, 11047936, 11047831, 11047793, 11047687, 11047684, 11047399, 11045061, 11042619, 11040610, 11040502, 11040294, 11039494, 11035468, 11034698, 11033417, 11032016, 11030729, 11029903, 11025266, 11025119, 11023691, 11023539, 11022835, 11022154, 11021223, 11019457, 11016083, 11015915, 11015757, 11014899, 11014582, 11012731, 11012221, 11012083, 11011729, 11011395, 11010468, 11010349, 11006647, 11006279, 11005211, 11004116, 11003783, 11003546, 10995833, 10994417, 10993002, 10992294, 10992144, 10991789, 10991548, 10991298, 10991282, 10990761, 10984974, 10983009