

MATTER #	[REDACTED]
FILE TYPE	Non-Binding Arbitration
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	Unknown
DATE OF NOTICE	May 24, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Limited
VIN	2C4RC1GG1HR [REDACTED]
MILEAGE	Unknown
OWNER	[REDACTED] [REDACTED] Bluffton, SC [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Transmission/Transaxle:Component-Not Specified Stalling
DESCRIPTION	On 5/24/2017, the owner called FCA US to report a complete lack of engine performance while driving at highway speeds, without warning while driving 55-60 MPH, the engine reduced to 20 MPH within seconds. He pulled to the side of the road and was unable to shut the engine off. Engine was eventually shut off and restarted. The engine light was on. Although the owner is quoted in the CAIR as stating the vehicle "stalled," there is no complaint of stalling noted on the Dealer Repair Orders and it appears that the vehicle was experiencing transmission issues that caused a lack of acceleration or limp-in-mode and eventually the transmission was replaced.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. None of the Dealer Repair Orders that have been provided to FCA US describe a vehicle stall. The condition the owner was experiencing is described as a lack of acceleration, bogging down, limp-mode, or the vehicle locking up and the dealer diagnosed a transmission issue each time the vehicle came in for service with these complaints, eventually replacing the transmission. There was no report of any crash or injuries related to

	any stalling event.
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MATTER #	██████████
FILE TYPE	Case
FILE NAME	██████████
CAIR #	██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	March 30, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring L Plus
VIN	2C4RC1EGXHR ██████████
MILEAGE	Unknown
OWNER	████████████████████ ██████████ Pittsburgh PA, ██████████
COURT	Common Court of Pleas, Allegheny, PA
DOCKET #	██████████
ALLEGED DEFECT	Engine Electrical; Keyless Entry/Remote Starter (Fob) Electrical; Battery, Cables, Tray Cooling System
DESCRIPTION	On 3/30/2017 Mr. ██████████ called FCA US stating his vehicle was stalling for the third time. He gave no details regarding these incidents. He stated the vehicle had been towed to the dealer because it would not start. On two prior occasions (12/17/2016 and 1/6/2017) Mr. ██████████ called FCA US stating his vehicle would not start. There was no mention of the vehicle stalling. The dealer replaced the battery in January. On 5/19/2017, FCA US received a warranty claim letter regarding this vehicle. Then on 6/13/2017, FCA US was served with a warranty lawsuit. The claim letter and Complaint do not mention stalling, nor do any of the dealer repair orders that Mr. ██████████ attached to his claim letter and Complaint mention stalling.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On 4/3/2017, the Mr. ██████████ took the vehicle to a dealer. The dealer's repair order notes "check battery goes dead." There is no mention of the vehicle stalling. The dealer

	checked the battery and it was okay. The dealer then let the vehicle sit over the weekend to see if there would be a problem starting it in the morning. There was no problem restarting the vehicle. The dealer also test drove the vehicle about 100 miles and experienced no problems. There was no report of any crash or injuries related to any stalling event.
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MATTER #	████████
FILE TYPE	Legal Claim
FILE NAME	████████
CAIR #	████████
DATE OF INCIDENT	December 4, 2017
DATE OF NOTICE	December 5, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring L Plus
VIN	2C4RC1EG6HR ██████
MILEAGE	7,299
OWNER	████████ ████████ Maplewood, NJ ██████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Brakes-ABS; Traction Control Light On
DESCRIPTION	On 12/5/17 Mr. ██████ called FCA US reporting that his vehicle shuts down and has been to the dealer before for the same issue. Although Mr. ██████ is quoted as saying the vehicle shuts down, there is no record of any reported stalling events and it appears that the issue Mr. ██████ was experiencing was a lack of acceleration or limp mode. The Dealer Repair Order dated 12/4/2017, states "cust sts that the shifter at times will flash traction control light on and veh wont accelerate. Turn vehicle off to reset all ok." When Mr. ██████ picked up the vehicle after repairs were completed, the traction light and brake light came on and he turned around and returned it to the dealer. Mr. ██████ that after the vehicle was repaired and returned to him, it went into limp mode again and was taken back to the dealer.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. None of the repair records available mention any complaint of stalling. On 12/4/17 at 7,299 miles, the dealer reprogrammed the TCM and the HVAC Control Assembly Module. Mr. ██████ picked up the vehicle, but turned around and brought it back when the traction light and brake light came on. Dealer contacted STAR. The STAR record notes "CEL on lack of acceleration." Repair records indicate that the dealer found an open

	circuit and replaced the wiring harness. There was no report of any crash or injuries related to any stalling event.
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MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	NA
DATE OF INCIDENT	October 10, 2016
DATE OF NOTICE	January 19, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring
VIN	2C4RC1BG1HR ██████████
MILEAGE	8,253
OWNER	██████████ ██████████ West Alexandria, Ohio ██████████
PROPERTY DAMAGE	No
CRASH	No
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Engine; Lack/Loss of Power Electrical; Lack/Loss of Power Transmission/Transaxle; would not go into Park Electrical; Dashboard; all warning lights illuminated Driveability; Sudden Acceleration Transmission/Transaxle; service shifter' light Electrical; Check Engine Light Electronic Stability Control; Warning Lamp
DESCRIPTION	Owner's wife claims that she and her children were stranded multiple times due to power failure, but all incidents were not reported to the dealer. There is documentation for two incidents. On 10/10/16 at 8,253 miles, owner reported to dealer a total loss of all electrical power while driving. Vehicle would not go into park. The brake light, check engine light, service stability control light, service shifter light and traction control lights came on. It is not clear if this was prior to the stall or after. Owner said vehicle would not restart. On 5/17/17 at 18,921 miles, owner reported to dealer that vehicle shut off while driving. Brake light, check engine light, service stability control, service shifter and traction control lights came on. Dealer contacted STAR. STAR report notes "vehicle stalls at highway speeds." Owner

	reported both times vehicle stalled it was on the highway. Pulled over to the side of the road and was able to restart the vehicle. FCA US received a Notice of Arbitration from vehicle owner on 1/19/2017 and a warranty claim letter was received on 5/10/2017. The owner's statement in the notice says that on 10/8/2017 every malfunction indicator light popped on, the wipers turned on and were going at full speed, lost all power assist (including brakes and steering), and was "forced" to run a red light. Owner claimed the dealer found 52 fault codes. Customer also states that at 10,174 miles the vehicle was going 45 mph when all the lights started flashing and bells were going off. The wipers were going full speed, the CEL illuminated, the vehicle shut down and "coasted." Owner stated vehicle then came back on and started to accelerate on its own, reading about 70 mph before turning off completely and coasting to a stop. There is a Dealer Repair Order dated 11/16/2017 at 10,174 miles, but the owner claims the dealer did not record this complaint on that repair order.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. The dealer was never able to verify the customers stalling complaint. When the dealer first looked at the vehicle on 10/10/16 at 8,253 miles, the dealer noted that two flash updates were performed (PCM and TCM) and vehicle "needs cluster." On 5/17/17 at 18,921 miles, the dealer contacted STAR. STAR record notes there were DTC codes, but they are not identified in the report. The dealer checked out everything suggested by STAR and found no problems with the vehicle. There was no report of any crash or injuries related to any stalling event.

MATTER #	[REDACTED]
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	NA
DATE OF INCIDENT	Unknown
DATE OF NOTICE	November 12, 2017
MODEL / MODEL YEAR	2017 Chrysler Pacifica Touring
VIN	2C4RC1BGXHR [REDACTED]
MILEAGE	3,685
OWNER	[REDACTED] [REDACTED] Warwick, NY [REDACTED]
COURT	Superior Court, Sussex, NJ
DOCKET #	[REDACTED]
ALLEGED DEFECT	Transmission/Transaxle:Component-Not Specified
DESCRIPTION	On 10/25/17, FCA US received a warranty claim letter regarding this vehicle. On 11/20/17, FCA US was served with a warranty lawsuit alleging that the owner experienced several problems with the vehicle, including transmission issues. FCA US records indicate that on 11/22/17 at 3,685 miles the owner reported to the dealer that the vehicle stalled out while driving twice when going downhill. The customer pulled over and put vehicle in Park, shut it down and then restarted.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. The records indicate that the dealer was not able to find any problem with the vehicle when the customer complained of stalling on 11/22/17 at 3,685 miles. They road tested the vehicle with the customer on the roadway where she experienced the stall. Customer tried several times but could not duplicate the stall. No DTCs were found. A STAR case was opened for this vehicle due to the stalling complaint and the dealer was asked to provide the downloaded data from the vehicle. The STAR case notes later that the dealer was notified that the data was no longer needed because this vehicle has an ESS system sales code (ERC). The dealer was to return the vehicle to the customer if no problem

	was found, or install a flight recorder if necessary. Prior to the complaint of stalling on 11/22/17, there were service visits for complaints of problems with acceleration and not shifting gears when going up an incline, as well as complaints of the engine revving up on its own. There was no report of any crash or injuries related to any stalling event.
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MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	NA
DATE OF INCIDENT	July 24, 2017
DATE OF NOTICE	September 27, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring L Plus
VIN	2C4RC1EGXHR ██████████
MILEAGE	18,840
OWNER	████████████████████ ████████████████████ Mobile, Alabama ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical; Check Engine Light
DESCRIPTION	On June 28, 2017 at 18,840 miles, the vehicle was towed to a dealer. The customer reported to dealer that the check engine light came on and that weekend there was a message saying put the vehicle into Park when it "died out." Vehicle would not restart. Customer told dealer there had been prior instances of the vehicle not starting. FCA US received a Notice of Arbitration on September 27, 2017. The owner stated in the notice that she had experienced several issues with the vehicle, including "check engine light was on, vehicle died out."
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On June 28, 2017, the vehicle was towed to a dealer. The dealer could not duplicate the owner's complaint even after driving the vehicle over 145 miles and letting it sit at idle for extended periods. The dealer found no DTCs. There was no report of any crash or injuries related to any stalling event.

MATTER #	██████████
FILE TYPE	Case
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	May 2, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Limited
VIN	2C4RC1GG2HR ██████████
MILEAGE	Unknown
OWNER	██████████ ██████████ Menards, NY ██████████
COURT	Supreme Court, Schenectady, NY
DOCKET #	██████████
ALLEGED DEFECT	Electrical; Check Engine Light Engine: Stalling Transmission/Transaxle; Shift/Gear Selector/Linkage Engine; Idle-Rough Electrical; Cruise Control
DESCRIPTION	On May 2, 2017 Mr. ██████████ contacted FCA US. While the CAIR indicates that Mr. ██████████ stated the vehicle was stalling and the check engine light came on, the letter attached to the CAIR details several problems he was experiencing with the vehicle, including the vehicle shaking while idling and the check engine light illuminated. He stated in the letter that the vehicle would "try to stall while idling." Mr. ██████████ was on vacation in Florida at this time. The dealer repair order (4/19/2017 at 7,305 miles) provided by Mr. ██████████ notes that his complaint was that the check engine light was on and the vehicle shakes when at idle. On 4/26/17 at 8,746 miles, Mr. ██████████ returned the vehicle to his dealer at home in New York stating it was idling really low, "acted like it was going to stall," since was after some valve work was done at a dealer in Florida. On July 6, 2017 at 11,970 miles, Mr. ██████████ reported a rough idle and told the dealer that the vehicle would shake and almost die when stepping on the gas. On April 26, 2017 at 8,746 miles, Mr. ██████████ returned to the dealer again stated that the vehicle was idling very low, as if it were going to stall. On 7/26/2017, FCA US received a warranty claim letter regarding this vehicle and on 8/24/2017 FCA US was served with the warranty lawsuit filed by Mr. ██████████

PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On 4/19/2017 at 7,305 miles, the dealer found code P0306 (PCM, cylinder 6 misfire) and P105D (PCM, intake valve stuck in high lift position). The spark plugs and coils were swapped out and the rocker on cylinder 6 was replaced. The dealer was not able to verify Mr. [REDACTED] complaint of a rough idle on two subsequent visits the dealer (4/26/17 at 8,746 miles and July 6, 2017 at 11,970 miles). There was no report of any crash or injuries related to any stalling event.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████
CAIR #	██████████████████
DATE OF INCIDENT	January 5, 2017
DATE OF NOTICE	January 5, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring
VIN	2C4RC1BG6HR ██████████
MILEAGE	237
OWNER	██████████ ██████████ Stockton, CA ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Stalling
DESCRIPTION	Owner claims that the vehicle stalled on two occasions. On 1/05/17 at 237 miles, owner reported to the dealer that the vehicle died while in traffic and would not restart. On 1/13/17 at 298 miles, the owner reported to dealer that the vehicle died twice and all the lights on the EVIC illuminated. The vehicle was towed to the dealer. On 2/13/2017, FCA US received a warranty claim letter from this owner.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On 1/5/2017, the dealer found the CEL was illuminated and found numerous lost communication codes with the PCM, including U0100. Dealer verified an internal PCM failure; replaced and programmed the PCM; cleared all codes; then road tested the vehicle in stop and go traffic; also on the highway. There were no problems on the post repair test drive. On 1/13/2017, the dealer found the CEL was on and verified a stall while driving followed by a no start or crank for about 20 minutes. There were numerous DTCs indicating loss of communication codes. Dealer contacted STAR. STAR suggested checking various connectors. The dealer noticed when tapping on the Power Distribution Center (PDC) the vehicle would stall and would not start but if the PDC was tapped

	again the vehicle would start right up. The dealer found pin2 on connector 3 in the PDC was spread open causing a loose connection. The pin was resecured; codes were cleared codes; and another tap test was done to confirm no more stalling. Everything was okay on the 8 miles post repair test drive in stop and go traffic. All ok. There was no report of any crash or injuries related to any stalling event.
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MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	October 30, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring
VIN	2C4RC1DG8HR ██████████
MILEAGE	Unknown
OWNER	████████████████████ Friendswood, TX ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Doors;Door-Sliding Transmission/Transaxle; Gear Backover Prevention;Rear Camera/Lidar/Radar/Bumper Sensors
DESCRIPTION	On 10/30/2017, Mr. ██████████ called FCA US stating he had been having issues for about six months first starting with the transmission and now " its become an electrical problems with vehicle stalling in power, and doors moving." There was no additional information provided regarding any stalling incident. On 11/17/2017, FCA US received a Notice of Arbitration. There is no mention of stalling in the list of vehicle problems in the Arbitration Notice or in the Dealer Repair Orders provided by Mr. ██████████
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. FCA US' records and the Dealer Repair Orders provided by Mr. ██████████ do not note any stalling complaint. The repair orders note complaints for a check engine light due to a small EVAP leak, an illuminated service air bag light, a popping noise in the front suspension; a slow crank (battery replaced); and complaints that the transmission was slipping, jerking and rolling back in Park which the dealer could not duplicate. In his Arbitration Notice, Mr. ██████████ did note that he had an accident with the vehicle on 11/25/2016 in which the front passenger side of the

	fender was damaged, but there was no claim that any vehicle defect was related to that accident. There was no report of any crash or injuries related to any stalling event.
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MATTER #	██████████
FILE TYPE	Case
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	October 13, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring
VIN	2C4RC1DG8HR ██████████
MILEAGE	NA
OWNER	██████████████████ ██████████████████ Hunlock Creek, PA ██████████
COURT	Common Pleas Court, Philadelphia, PA
DOCKET #	██████████
ALLEGED DEFECT	Engine Stalling; Hard Start
DESCRIPTION	On October 13, 2017, FCA US received a warranty claim letter. The Complaint followed on November 14, 2017. The Complaint alleges the vehicle experienced issues related to a "stalling condition and a no start/stop concern" however no FCA US records note any stalling complaint and the owners have provided no Dealer Repair Orders to date that note any stalling complaint.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. Although the owners claim in their warranty lawsuit that the vehicle has a "stalling condition and a no-start/stop concern," neither FCA US records nor the Dealer Repair Orders provided by the owner note any stalling complaint. FCA US STAR records document three contacts from the dealer regarding this vehicle. On 8/22/2017, the dealer reported that the owners complained that the auto start/stop light had illuminated. On 10/2/2017, the dealer reported that the owners complained the start/stop was not functioning. Clicking the starter and hitting the key failed to start the vehicle. On November 6, 2017, the dealer reported that the owners said they experienced issues starting and moving. FCA US has no records regarding any repairs made relating to these complaints and in the owner's Complaint (served 11/14/2017) they

	stated that the vehicle was still at the dealer. There was no report of any crash or injuries related to any stalling event.
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MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████████████
CAIR #	██████████
DATE OF INCIDENT	August 11, 2016
DATE OF NOTICE	July 17, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Limited Platinum Wagon
VIN	2C4RC1GG8HR ██████████
MILEAGE	96
OWNER	██████████████████ ██████████████████ Portland, OR ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Engine; Lack/Loss of Power
DESCRIPTION	On August 11, 2016 at 96 miles, Mr. ██████████ reported to the dealer that the check engine light had illuminated and the vehicle stalled while driving. During this visit Mr. ██████████ also reported the service cruise control warning message as illuminated. On November 11, 2016 at 1,419 miles, Mr. ██████████ reported that while on the freeway at night, "all dash lights came on and then the lights started to dim and the vehicle started losing power." Mr. ██████████ stated he "tried to accelerate but the vehicle just lurched and then slowly picked up speed." He also noted he "had to keep playing with the throttle to keep power. On May 4, 2017 at 6,619 miles, Mr. ██████████ reported that "all dash warning lights came on and vehicle lost power." Mr. ██████████ also stated that the vehicle "would not go over 5mph." On May 19, 2017 at 7,110 miles, Mr. ██████████ again reported that "while driving down the highway, all the dash lights came on and the vehicle lost power." He stated he tried to accelerate but the vehicle would lurch and not go. He then restarted the vehicle and noted the check engine light had illuminated. However the vehicle seemed to operate normally. STAR indicates another concern on June 23, 2017, where the dash lights illuminated and the vehicle would not go over 35 mph. The check engine light was noted to be on and code P2127 was active. FCA US received a warranty claim letter from vehicle owner on July 17, 2017. The owner's statement alleges the vehicle experienced a loss of power.
PROPERTY DAMAGE	No
CRASH	No

INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On August 11, 2016 at 96 miles, STAR indicates that technicians found no active codes in the vehicle. Technicians did find an internal failure with the accelerator pedal which required a replacement to correct the issue. On November 11, 2016 at 1,419 miles, technicians found no lights illuminated but found multiple codes and updated with TSB 08-084-16, TSB 08-087-16 and TSB 08-081-16. RRT 16-097 was also performed. The codes were erased and the vehicle was test driven 18 miles, no lights or drivability issues occurred. Technicians were unable to duplicate the stalling concerns. On May 4, 2017 at 6,619 miles, technicians found codes P2127 and U1400-00 for the powertrain. The accelerator pedal and TPS were also found with faults. The vehicle however was working as designed when tested. No problems were found with either code. Vehicle test driven over 40 miles but issue did not occur. The service manager recommended replacement of the throttle body assembly. On May 19, 2017 at 7,110 miles, technician inspected and found code P2127 related to a sensor circuit. During test drive with data recorder, vehicle duplicated the concern. Data indicated the app sensor 2 signal went missing before the concern occurred. Upon inspection, tech noted that circuit was wired directly to the PCM. The tech ran an overlay wire for the app 2 signal circuit. The engine/dash wiring harness was also replaced. The vehicle was then test driven for 80 miles and the concern did not occur. STAR indicates another concern on June 23, 2017, where technicians were able to duplicate the issue during a test drive, which showed dash light illumination and limited throttle acceleration but the vehicle was able to go over 40 mph. A new harness with app sensor connector was installed. Vehicle was test driven for two days and no issue was reported. There are no reports of any crash or injuries related to any stalling event.

MATTER #	██████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	██████
DATE OF INCIDENT	September 9, 2017
DATE OF NOTICE	October 18, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica L Plus Wagon
VIN	2C4RC1EG6HR ██████
MILEAGE	5,076
OWNER	██████████ ██████████████████ Akron, OH
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Engine; Lack/Loss of Power
DESCRIPTION	The customer's Notice of Arbitration details several events involving a lack or loss of power. On August 28, 2017 at 2,945 miles, the vehicle experienced "no cruise control, very little power and couldn't accelerate." The vehicle was towed a nearby dealer. On September 9, 2017 at 5,076 miles, customer reported the vehicle would not accelerate beyond 40 mph and the check engine light had illuminated. The vehicle was towed to the dealer. The customer's letter indicates the vehicle also had to be towed back to the dealer during a test drive. On October 18, 2017, customer contacted FCA US to report issues with loss of power, cruise control, oil pressure, oil leaks in the cylinder and oils leaks in the gaskets. FCA US received a Notice of Arbitration from vehicle owner on October 18, 2017. The owner's statement alleges the vehicle experienced a shut down on three occasions which required towing.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On the service visits on September 9, 2017 at 5,076 miles, the dealer technicians found that the vehicle had a very large oil leak. The vehicle was test driven to find the source of leak but overheated during the drive and had to be towed back to dealership. Technician found oil leak from left valve

	cover onto alternator and serpentine belt causing the belt to slip off and get tangled in the alternator pulley. The valve cover, alternator and serpentine belt were all replaced. A test drive after repairs did not duplicate any of the issues. There are no subsequent repair orders that indicate the issue repeated after the oil leak was repaired. There are no reports of any crash or injuries related to these issues.
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MATTER #	██████████
FILE TYPE	Case
FILE NAME	██████████████████
CAIR #	██████████ and ██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	June 6, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring
VIN	2C4RC1DGXHR ██████████
MILEAGE	Unknown
OWNER	██████████████████ ██████████████████ Jobstown, NJ ██████████
COURT	Superior Court, Burlington, NJ
DOCKET #	██████████
ALLEGED DEFECT	Transmission/Transaxle;Lack/Loss of Power Transmission/Transaxle; Seizes, Sticks, Binds Engine; Idle-High Transmission/Transaxle;Computer/PCM/TCM/BCM/ECM/TIPM
DESCRIPTION	On 6/6/2017, the owner called FCA US stating the vehicle had no acceleration and was shifting into neutral. On 7/5/2017, the owner contacted FCA US reporting hesitation, lack of power, and jerking with the statement "vehicle shut down again." On 8/1/2017 FCA US received a warranty claim letter for this vehicle, followed by a lawsuit served on 8/21/2017.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. There were six service visits starting on 10/19/2016 at 8,098 miles through July 19 at 27,959 miles, all with reports of lack of accelerations and/or the vehicle revving but not moving along with other transmission related symptoms. The vehicle repair records make no mention of the vehicle stalling out. There was no report of any crash or injuries related to any stalling event.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	July 6, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring L Plus
VIN	2C4RC1EG6HR ██████████
MILEAGE	Unknown
OWNER	██████████ ████████████████████ Grimesland NC ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Transmission/Transaxle:Component-Not Specified:Slips: Electrical:Speedo/Gauge/Odometer/EIC::Radio/Speakers/Clock/Antenna::Bluetooth Seats:Seats:: Doors:Door-Sliding:: Air Conditioning/Heater:Air Conditioning::
DESCRIPTION	On 7/6/17, the customer called FCA US reporting that his vehicle was "stalling" while driving and was at the dealer. The dealer advised FCA US that they had ordered a new transmission for the vehicle. On 7/21/17, FCA US received a letter from the customer stating he was having multiple issues with the vehicle (letter is attached to CAIR ██████████). Although the CAIR indicates that the owner reported "stalling" in the letter, the letter indicates there were problems with the transmission and attached repair orders contained reports of the transmission slipping. On 10/13/17, FCA US received a Notice of Arbitration from the customer.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. Although there is indication in the CAIRs that the customer reported stalling, FCA US' records and the

	Dealer Repair Orders provided by the customer note the complaint was the transmission was slipping and the transmission in this vehicle was replaced at 16,825 miles. There was no report of any crash or injuries related to any stalling event.
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MATTER #	████████
FILE TYPE	Legal Claim
FILE NAME	████████████████
CAIR #	████████
DATE OF INCIDENT	October 12, 2016
DATE OF NOTICE	July 20, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring L Wagon
VIN	2C4RC1BGXHR ██████████
MILEAGE	3,722
OWNER	████████████████ ████████████████ La Porte, IN ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Engine;Lack/Loss of Power/Stalling
DESCRIPTION	Owner reported multiple stalling events. On October 12, 2016 at 3,722 miles, the owner reported that while waiting to turn, the vehicle would not move. It seemed like it was off and put the parking brake on. On October 18, 2016 at 3,740 miles, the owner reported that the engine stalled while driving. On April 17, 2017 at 7,479 miles, the owner reported that when the vehicle comes to a stop it won't go forward as though it were in park. Also all the dash lights flashed and the check engine light illuminated. On June 5, 2017 at 8,034 miles, the reported the vehicle was dying out while driving. On July 6, 2017, the owner reported that the vehicle just shut off and the lights were flashing. On August 24, 2017 at 8,278 miles, the vehicle was towed to the dealer. The owner reported it would shut off and not start at random times. On October 6, 2017 at 8,304 miles, owner reported the vehicle would not start. FCA US received a warranty claim letter from vehicle owner on July 20, 2017. The owner's statement alleges several defects associated with the vehicle.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On October 12, 2016 at 3,722 miles, the technician removed the OBD2 connector and then the vehicle was found to be working correctly. No issue was found on the

	test drive. On October 18, 2016 at 3,740 miles, technician's determined a GPS unit was causing the vehicle to stall and had it removed. On April 17, 2017 at 7,479 miles, technician found after market alarm was by-passing the WIN module and causing the vehicle to shut down at times. The aftermarket alarm was removed. On June 5, 2017 at 8,034 miles, the technician was unable to duplicate the owner's complaint during a test drive and no codes were found. On July 6, 2017, technician found the positive terminal on the battery was bad and had it replaced. On August 24, 2017 at 8,278 miles, the vehicle was towed to the dealer. With assistance from STAR, the dealer technician found that the ESM was shorting. The electronic shifter was replaced. On October 6, 2017 at 8,304 miles, STAR indicated the technician was unable to duplicate the issue. STAR suggested a replacement of the RF Hub and updates to the module. There are no reports of any crash or injuries related to any stalling event.
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MATTER #	████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████
CAIR #	████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	November 11, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring L Plus
VIN	2C4RC1EG2HR ██████
MILEAGE	7,588
OWNER	████████ ████████ Gilbert, AZ ██████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Engine Sudden Acceleration
DESCRIPTION	On 10/30/17, the customer called FCA US to report that his vehicle was randomly shutting down and his wife has to pull off the road and restart the vehicle. There is only one repair order for this vehicle and it makes no mention of the vehicle stalling. The repair order notes that the customer was reporting warning lights would come on and the vehicle would start to jerk and buck and that the customer would have to stop the vehicle and restart it to get it to run better. On 11/10/17, FCA US received an Arbitration Notice from this customer. The owner withdrew this request for arbitration after the dealer received the parts that had been ordered (cam shaft and wiring harness) and the vehicle was repaired.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. The Dealer Repair Order opened 9/26/17 at 7,588 miles states "while driving electronic stability control, service trans, press brake when stopped, key off engine to engage park warning lights come on and veh starts jerk[ing] and buck[ing]." The vehicle runs better after the engine is turn off then restarted. There is no mention of stalling. The dealer replaced the cam shaft sensor and wiring harness and the vehicle was returned to the

	customer on 11/10/17. There was no report of any crash or injuries related to this incident.
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MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	August 24, 2017
DATE OF NOTICE	December 1, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring Wagon
VIN	2C4RC1DG6HR ██████████
MILEAGE	6,729
OWNER	██████████ ██████████ Trafford, PA ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Engine;Lack/Loss of Power/Stalling
DESCRIPTION	On August 24, 2017 at 6,729 miles, the owner reported to the dealer that the vehicle had stalled out, then displayed shift to park. On November 15, 2017, the owner called FCA US reporting that she had been driving about 60 mph where the vehicle stopped working. She stated her vehicle was still in drive and she couldn't turn the gear knob. She noted that electricity was still working but she could not turn off the vehicle with the stop/start button. She was able to restore driving power after about 30 seconds by pressing the start button. FCA US received a Notice of Arbitration from on December 1, 2017. The owner's statement alleges several issues associated with the vehicle including a stalling concern.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On the August 24, 2017 service visit the dealer could not verify the owner's complaint that the vehicle stalled out and display indicated to the driver should shift to park. On the November 24, 2017 service visits the dealer could not verify the owner's complaint that the vehicle hesitates, shifts from park to reverse and would not downshift. There were no reports of any crash or injuries related to any stalling event.

MATTER #	████████
FILE TYPE	Legal Claim
FILE NAME	████████████████
CAIR #	None
DATE OF INCIDENT	November 28, 2017
DATE OF NOTICE	December 19, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring L Wagon
VIN	2C4RC1BG7JR ██████████
MILEAGE	972
OWNER	██████████ ██████████ Sylvania, OH ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Engine;Lack/Loss of Power/Stalling
DESCRIPTION	On November 28, 2017 at 972 miles, STAR indicates the customer reported a stalling incident. FCA US received a warranty claim letter from vehicle owner on December 19, 2017. The owner's statement alleges five stalling events. FCA US has no additional information at this time as FCA US' records have no documentation regarding all these events and FCA US has not yet received copies of the Dealer's Repair Orders for this vehicle.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On November 28, 2017 at 972 miles, the dealership found a loose connection and replaced the wires and sensors for the crankshaft and the fuse link/power distribution center. There was no report of any crash or injuries related to any stalling event.

MATTER #	████████
FILE TYPE	Legal Claim
FILE NAME	████████████████
CAIR #	████████
DATE OF INCIDENT	July 1, 2017
DATE OF NOTICE	August 2, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring Wagon
VIN	2C4RC1DG2HR ██████
MILEAGE	621
OWNER	████████ ████████████████████ Houston, TX ██████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Engine;Lack/Loss of Power/Stalling
DESCRIPTION	On July 1, 2017 at 621 miles, owner reported to the dealer that the vehicle shut off when turning and it occurred twice. On August 11, 2017 at 637 miles, owner reported to the dealer that when driving 20-25 mph the vehicle shut off when turning. On September 11, 2017, the owner called FCA US to report the vehicle was shutting down while driving, the most recent event had occurred that weekend when the owner was merging onto the interstate when the vehicle shut down. On September 21, 2017 at 1,491 miles, the owner reported to the dealer that the vehicle shut off while driving and he could not shift to park to restart the engine. FCA US received a warranty claim letter from the vehicle owner on September 22, 2017.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On July 1, 2017 at 621 miles, the dealer technicians could not duplicate the owner's complaint during a 100 mile test drive. On August 11, 2017 at 637 miles, the dealer technicians tested the fuel pressure and all tests passed. The vehicle was test driven for 240 miles, but the complaint could not be duplicated. On September 21, 2017 at 1,491 miles, dealer technicians again test drove the vehicle but could not duplicate the complaint. It appears that a flight recorder was installed when the owner returned

	to the dealer on December 19, 2017. Code P0304 for cylinder misfire was found. Dealer found plug on cylinder 4 fouled with oil. All spark plugs and PCV valve were replaced. There is no mention of any stalling event being captured by the flight recorder. There were no reports of any crash or injuries related to any stalling event.
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MATTER #	██████████
FILE TYPE	Case
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	July 14, 2017
DATE OF NOTICE	July 14, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Limited
VIN	2C4RC1GG0HR ██████████
MILEAGE	18,202
OWNER	████████████████████ ████████████████████ HILLSIDE, NJ, ██████████
COURT	Superior Court, Union, NJ
DOCKET #	██████████
ALLEGED DEFECT	Electrical:Component-Not Specified Transmission/Transaxle:Component-Not Specified Engine:Component-Not Specified
DESCRIPTION	On 7/14/2017 the owner complained that a CEL kept coming on, stalling while driving, fuel module issues, and sensors burning out. On 7/21/2017 the owner stated the vehicle shut off while driving, all dash lights flickered, and the gauges rose and fell.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. At the 7/14/2017 service visit, code P018c for fuel rail pressure sensor was found and it was replaced. At the 7/21/2017 service visit the dealer technician found 22 codes and found that negative battery wire was loose. There was no report of any crash or injuries related to any stalling event.

MATTER #	[REDACTED]
FILE TYPE	Non-Binding Arbitration
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	April 5, 2017
DATE OF NOTICE	April 13, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring L Plus
VIN	2C4RC1EG4HR [REDACTED]
MILEAGE	1,500
OWNER	[REDACTED] [REDACTED] Rolesville, NC [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Check Engine Light:: Driveability:Component-Not Specified:: Engine:Component-Not Specified::
DESCRIPTION	The owner states that on 4/5/2017 the engine light came on and when attempting to drive the vehicle to the dealership the SES light started clinking and dinging so she drove back home and the vehicle began shaking and vibrating. The vehicle was taken to the dealer the next day and the camshaft and fuel injector were replaced. In a 4/13/2017 communication with FCA US the owner reported the engine stumbles/hesitates/surges and the CEL was on. On 4/14/2017, the owner called to report a loss of power after camshaft replacement and said the vehicle needed fuel injector replacement. The repairs orders described the concern as a CEL and "loss of power".
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On the 4/6/2017 service visit the technician found a DTC for slow response from the camshaft. The intake camshaft phaser was replaced but additional codes were found that required PCM and fuel injector replacement. There is no record of any repair visit that corresponds with the complaints that the owner made on 4/13/2017 and 4/14/2017. None of the incidents described

	appear to involve a stall. There was no report of any crash or injuries related to any stalling event.
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MATTER #	████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	████████
DATE OF INCIDENT	Unknown
DATE OF NOTICE	July 26, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring L Plus
VIN	2C4RC1EG5HR ██████
MILEAGE	5,200
OWNER	████████ ████████ Garner NC ██████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Check Engine Light:: Transmission / Transaxle:Component-Not Specified::
DESCRIPTION	On July 26, 2017, the customer called FCA US reporting that the vehicle had stalled out on the highway. The CAIR notes that the vehicle was at 5,200 miles and that the dealer had replaced transmission in this vehicle at 2,000 miles. Two weeks later, vehicle died out again in middle of the road while the customers were on vacation. Dealer advised valve body repair was completed but customer was not willing to pick up vehicle. On 9/11/17, FCA US received a Notice of Arbitration from this customer. The vehicle problems noted in the Notice of Arbitration included, the transmission not shifting smoothly and the "check engine light came on while driving and vehicle would not go forward on exit ramp."
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. No reports of stalling complaints in the Dealer Repair Orders provided to FCA US. A Repair Order opened 9/15/17 at 7,845 miles states vehicle is back for the third time, same DTC after the valve body has been replaced every time because that hydraulic pressure sensor can only be replaced with the valve body. STAR communication opened. Replaced the engine harness, no DTC after harness replaced. There was no report of any

	crash or injuries related to any stalling event.
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MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	████████████████████
DATE OF INCIDENT	January 10, 2017
DATE OF NOTICE	March 17, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica LX
VIN	2C4RC1CG8HR ██████████
MILEAGE	5,052
OWNER	████████████████████ ████████████████████ BROWNSVILLE, TX ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical:Check Engine Light:: Electrical:Backup Camera:: Engine:Component-Not Specified::
DESCRIPTION	On 1/10/17 at 5,052 miles, the owner complained that smoke came out of engine area while driving and the vehicle stalled out.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. At the 1/10/2017 service visit, the dealer technician found a #2 piston rod had a casting defect that broke apart while driving. The rod burst through cylinder block and destroyed engine, the engine was replaced. There was no report of any crash or injuries related to any stalling event.

MATTER #	[REDACTED]
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	August 30, 2017
DATE OF NOTICE	August 30, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring
VIN	2C4RC1DG7HR [REDACTED]
MILEAGE	3,000
OWNER	[REDACTED] [REDACTED] Hempstead, NY, [REDACTED]
COURT	Supreme Court, Nassau, NY
DOCKET #	[REDACTED]
ALLEGED DEFECT	Electrical:Check Engine Light:: Engine:Component-Not Specified:Lack/Loss of Power: Engine:Component-Not Specified:Stalling:
DESCRIPTION	The owner called in July, 2017, to report that, among other things, there was check engine light illumination. On August 30, 2017 the owner called to report the vehicle shut down on him in the middle of the street. On September 7, 2017 the owner reported to the dealer that the engine shut off when making a right turn or just driving, but the lights stay on the dash and the "D" is on the shifter. On September 27, 2017, the owner reported to the dealer that the car stalls out at a stop intermittently, but it was happening less since the EGR repair was performed.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. At the 7/18/2017 service visit for a check engine light, code P018C was found and the fuel rail pressure sensor was replaced. At the 9/7/17 service visit for stalling the dealer technician could not duplicate the concern but CSN T23 – EGR Valve Function was performed. There was no report of any crash or injuries related to this incident. At the 9/27/17 service visit the dealer technician could not duplicate the concern. There was no report of any crash or injuries related to any stalling event.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	Sometime prior to October 12, 2016 (per Dealer Repair Order)
DATE OF NOTICE	November 7, 2016
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring L Plus
VIN	2C4RC1EG0HR ██████████
MILEAGE	Less than 3,697 (per Dealer Repair Order)
OWNER	████████████████████ ████████████████████ PRINCETON, IN, ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Engine:Stalling Electrical:Battery, Cables, Tray
DESCRIPTION	On November 7, 2016, Ms. ██████████ called FCA US reporting that she was having issues with her vehicle stalling during driving and twice where it would not start at all, once having to be towed to the dealer. She gave no further details regarding any stalling event other than to state that the vehicle stalling only once and that her main concern was a no start and the battery kept going dead. Ms. ██████████ did not provide the specific date of the stalling event or the mileage, but the Dealer Repair Order is dated 10/12/2016 at 3,708 miles. A Dealer Repair Order dated 11/28/2016 (5,039 miles), notes that Ms. ██████████ reported a second stalling event and stated the vehicle would not start without a charge to the battery, and the heated seat and steering wheel came on by themselves. On 12/19/2016 FCA US received a Notice of Arbitration, which lists several issues with the vehicle, including stalling while in traffic while turning and repeated problems with the battery holding a charge.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. The dealer was not able to verify Ms. ██████████ claims that the vehicle stalled (ROs dated 10/12/2016 at 3,708 miles and 11/28/2016 at 5,039 miles) or her complaint that the battery was not holding a charge. There was no report of any crash

	or injuries related to any stalling event.
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MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██████████████████
CAIR #	██████████
DATE OF INCIDENT	September 13, 2017
DATE OF NOTICE	October 27, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica LX
VIN	2C4RC1CG7HR ██████████
MILEAGE	6,503
OWNER	██████████████████ ██████████ HIGHLAND, CA, ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified:: Electrical:Check Engine Light: Electrical:Computer/PCM/TCM/BCM/ECM/TIPM:
DESCRIPTION	On 9/13/2017 the owner claimed that while driving on the freeway the vehicle jerked hard and then quit pulling. The engine was still running but it would not go anywhere. On 10/27/2017 the owner had picked up the vehicle from another service visit and called to report the problems had not been solved.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. At the 9/13/2017 service visit, CSN T23 EGR Valve Function was performed. At the 10/23/2017 service visit, stalling was not reported. There were complaints of transmission slipping, shift delay and jerking. The dealer technician could not duplicate the concern. There was no report of any crash or injuries related to any stalling event.

MATTER #	████████
FILE TYPE	Legal Claim
FILE NAME	████████████████
CAIR #	████████
DATE OF INCIDENT	September 30, 2016
DATE OF NOTICE	October 1, 2016
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring
VIN	2C4RC1DG0HR ██████████
MILEAGE	340
OWNER	████████████████ ████████████████ LAKE ELSINORE, CA, ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Stalling
DESCRIPTION	According to the CAIR, the owner called in to report his vehicle stalled while his wife was driving and it was at the dealer. The owner said the vehicle broke down and had been released from the dealer on 9/29/2016 but had broken down again on 9/30/2016.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. The repair orders from the 9/12/2016 to 9/28/2016 service noted the complaints of the vehicle running rough and the CEL came on. The technician verified the concerns and requested STAR assistance. The right bank intake cam phaser and OCV were replaced. The repair orders from the 10/1/2016 to 11/2/2016 service noted complaints of the CEL coming on, vehicle overheating, loud exhaust, hesitation, and smoke coming from under the hood. The technician found an oil leak and the engine was replaced. There was no report of any crash or injuries related to any stalling event.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	████████████████████
CAIR #	NA
DATE OF INCIDENT	April 27, 2017
DATE OF NOTICE	June 13, 2017
MODEL/MODEL YEAR	2017 Chrysler Pacifica Touring
VIN	2C4RC1EG9HR ██████████
MILEAGE	1,777
OWNER	████████████████████ ████████████████████ Cadet, MO ██████████
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical
DESCRIPTION	On 5/26/2017 at 2,850 miles, Mr. ██████████ reported multiple electrical issues and a lack of acceleration. The dealer contacted STAR indicating the power windows and power locks were inoperable. The rear DVD also did not function. Switching radio functions and hands free operation was intermittent. The dealer also reported that Mr. ██████████ experienced "a lack of power on acceleration." There is no mention in any of the available vehicle records of the vehicle stalling out while driving. The repair history for this vehicle shows prior repair visits for complaints that the auto start shutting down when getting into the vehicle and shifting issues or a lack of acceleration that occurred when trying to go uphill (5/17/17 at 2,793 miles). FCA US received a Notice of Arbitration from this customer on 6/14/2017.
PROPERTY DAMAGE	No
CRASH	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect this vehicle. On 5/26/2017 at 3,536 miles, the dealer was unable to duplicate Mr. ██████████ complaint of a lack of acceleration. The electrical issues she reported were addressed with some software updates. There was no report of any crash or injuries related to any stalling event.

