



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 22-008
Date Opened: 07/22/2022
Investigator: Daniel Pinero **Reviewer:** Bruce York-B
Approver: Stephen Ridella
Subject: Transmission fault leading to stall

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US, LLC)
Products: 2019-2021MY Chrysler Pacifica PHEV
Population: 21,348
Problem Description: A transmission malfunction may lead to stall/loss of motive power.

FAILURE REPORT SUMMARY

| | ODI | Manufacturer | Total |
|------------------------------|-----|--------------|-------|
| Complaints: | 40 | TBD | 40 |
| Crashes/Fires: | 0 | TBD | TBD |
| Injury Incidents: | 0 | TBD | TBD |
| Number of Injuries: | 0 | TBD | TBD |
| Fatality Incidents: | 0 | TBD | TBD |
| Number of Fatalities: | 0 | TBD | TBD |

ACTION / SUMMARY INFORMATION

Action: A Preliminary Evaluation has been opened.

Summary:

The Office of Defects Investigation (ODI) has received 40 complaints alleging incidents of stall/loss of motive power, potentially due to transmission malfunction, in certain model year (MY) 2019 through 2021 Chrysler Pacifica plug-in hybrid electric vehicles (PHEVs). An ODI review of received complaints noted that most stall/loss of motive power incident allegations occurred at speeds greater than 25 MPH and resulted in disablement of the vehicle.

Beginning in late 2021, ODI noted a significant increase in reports alleging loss of motive power involving newer model year Chrysler Pacifica PHEVs. The received reports indicated a loss of motive power could occur at highway speeds and require the vehicle to be towed. Notably, the loss of motive power was often accompanied by a dashboard screen message indicating a charging fault. A review of related vehicle data showed that the malfunction was correlated with a specific internal transmission fault.

ODI is opening this investigation to further assess the scope, frequency, root cause, and potential safety-related consequences of the alleged defect leading to stall/loss of motive power on 2019-2021MY Chrysler Pacifica PHEVs.

The ODI reports cited above can be viewed on NHTSA.gov using the following reference numbers:

11245092, 11254291, 11339417, 11365774, 11408305, 11414581, 11418084, 11418815, 11418847, 11422968, 11425240, 11430933, 11432223, 11432866, 11437216, 11439920, 11440309, 11440404, 11441157, 11441482, 11442993, 11443836, 11446222, 11446802, 11446843, 11450203, 11450601, 11450835, 11451040, 11451060, 11452990, 11454851, 11454973, 11455499, 11456113, 11460552, 11460755, 11461646, 11463043, 11463606