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MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	████████████████████
CAIR #	8 ██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	4/22/2022
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S ██████████
MILEAGE	14,733
OWNER	████████████████████ ████████████████████ Georgetown, IN ██████████
COURT	Superior Court Marion, IN
DOCKET #	████████████████████
ALLEGED DEFECT	Electrical:Battery, Cables, Tray:: Electrical:Wiring Harness:: Engine:Component-Not Specified:Lack/Loss of Power:
DESCRIPTION	On 4/22/2022 the owner contacted FCA US reporting a repeated issue with vehicle shutting down randomly, having the "service charging system" message appear, and having a gearshift flash and message a saying "put in park to turn vehicle on."
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate the vehicle came in on 10/29/2021 at 14,733 miles and the owner stated the vehicle dies while driving and message says check charging system. A scan found P0A43-00 Drive Motor A Position Sensor Circuit Intermittent present in HCP module. The technician tested connections and no issues were found. The technician cleared codes and test drove, and the codes did not return. In February 2022 the owner stated the service charging system message was on. Code p0a43-00 was found. A new PIM module was installed on 3/9/2022. On 6/13/22 at 19,669 miles, the vehicle was returned to dealer with a complaint that the service charging system message was appearing and a grinding noise was heard while the vehicle was in motion. The

	dealer removed and installed a PIM and the transmission was replaced.
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MATTER #	1 [REDACTED]
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED] [REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	11/29/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S72 [REDACTED]
MILEAGE	15,709
OWNER	[REDACTED] [REDACTED] Pasadena, MD [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Engine:Component-Not Specified:Stalling: Transmission / Transaxle:Component-Not Specified::
DESCRIPTION	On 11/29/2021 the owner contacted FCA US stating the vehicle was shutting off randomly while the vehicle was in motion. The claim received from owner on 12/14/2021 stated that the vehicle had multiple issues with shutting down while driving.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate there were three visits to dealer for drivability concerns. On 11/18/2021 (15,709 miles), the dealer inspected the vehicle for a concerns that the vehicle stalled, charge ports were malfunctioning and the active park sense was not available. The dealer found code B128F and re-connected the park assist sensor #2 for all concerns. On 11/20/2021 (15,840 miles), a different dealer inspected the vehicle for a concern that the vehicle shut off when driving on the highway. The dealer was unable to verify this concern and no repairs were performed. On 11/29/2021 (16,293 miles), the vehicle returned to the 2nd dealer again for a concern that the service charging system warning light came on. The dealer replaced the transmission and PIM module under a warranty repair.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██████████████████
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	10/30/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S7██████████
MILEAGE	31,712
OWNER	██████████████████ ██████████████████ Colorado Springs, CO ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Driveability:Component-Not Specified:: Engine:Component-Not Specified:Stalling: Engine:Component-Not Specified:: Total Vehicle:Component-Not Specified:Lack/Loss of Power:
DESCRIPTION	On 10/30/2021 the owner contacted FCA US stating the vehicle stalled while driving.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate the first repair was replacement of a PIM, which did not seem to work. A scan found DTC P0A43. Fluid was dark and the dealer did get a piece of metal on a magnet. STAR authorized a new transmission.

MATTER #	████████
FILE TYPE	Lawsuit
FILE NAME	████████████████
CAIR #	████████ ████████
DATE OF INCIDENT	████████
DATE OF NOTICE	6/7/2022
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Touring
VIN	2C4RC1R71 ██████████
MILEAGE	9,927
OWNER	████████████████ ████████████████ Solana Beach, CA ██████████
COURT	Superior Court San Diego, CA
DOCKET #	████████████████████
ALLEGED DEFECT	Electrical:Battery, Cables, Tray:: Engine:Component-Not Specified:Lack/Loss of Power:
DESCRIPTION	On 6/7/2022 the owner contacted FCA US stating the vehicle was randomly shutting off while driving on the freeway over 60 MPH, and he gets a message. He said he had this issue before a month ago and, despite a software update, he was having the issue again.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 5/9/2022 the owner reported power just stopped work and she got a message "service charging system". She was able to coast to shoulder safely and the vehicle restarted after a few minutes. The dealer was unable to duplicate any abnormal drivability concerns. A stored code 0a43-00 - drive motor a position sensor circuit was found. Inspected the related connections and wiring harnesses. The technician was unable to set active DTCs. The codes were cleared, performed an HCP software update, and test drove the vehicle multiple times to insure the proper operation of the vehicle. On 7/5/2022 at 13,945 miles, the owner returned to the dealer reporting that when driving at freeway speeds vehicle will shut off with "service charging system error." This happens when vehicle transitions from gas to electric mode. The

	check engine light will come on but then goes off. The technician found P0A43-00 - Drive Motor A Position Sensor Circuit Intermittent. Tested the resolver harness circuits. no open circuits or high resistance found at this time found. The tests pointed to a PIM. STAR authorized a new transmission.
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MATTER #	1 [REDACTED]
FILE TYPE	Lawsuit
FILE NAME	[REDACTED]
CAIR #	N/A
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	8/31/2022
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N7 [REDACTED]
MILEAGE	17,472
OWNER	[REDACTED] [REDACTED] Sunnyvale, CA [REDACTED]
COURT	Superior Court Orange, CA
DOCKET #	[REDACTED]
ALLEGED DEFECT	Electrical:Battery, Cables, Tray:: Electrical:Component-Other (See Notes):: Engine:Component-Not Specified:Stalling:
DESCRIPTION	On 8/31/2022 FCA US was served with the owner's Complaint which alleges stalling, engine defects, and battery defects, among other defects and non-conformities.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. There are no complaints of stalling or losing power in repair records available to FCA US. There was a report of a check engine light on 9/25/2021 at 10,980 miles. The PIM was replaced on 7/26/2022 at 17,472 miles, but the owner's complaint is not recorded in the records. During an earlier dealer visit for routine maintenance on 7/30/21 at 10,091 miles, the PIM, EBBM, Anti-Lock and PCM were flashed with current software.

MATTER #	████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	████████
DATE OF INCIDENT	████████
DATE OF NOTICE	5/28/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S7████████
MILEAGE	755
OWNER	██ ████████████████████ Santa Rosa, CA ██████
COURT	Superior Court Solano, CA
DOCKET #	████████
ALLEGED DEFECT	Engine:Component-Not Specified:Lack/Loss of Power: Engine:Component-Not Specified:Hard Starting: Electrical:Check Engine Light::
DESCRIPTION	The owner contacted Roadside Assistance on 5/28/2021 because vehicle stalled.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 5/26/2021 a check engine light was on and the vehicle was not starting. A scan found codes HPC fault p0513-00 invalid skim key. The AHCP/HCP and PCM were updated. The vehicle was brought in about 20 miles later with the same issue. The dealer could not duplicate the problem, but found HPC BPCM P0A0A-00 for high voltage system interlock. The owner stated it only happens after he disconnects from charger. At 1,089 miles the vehicle was towed to dealer because the 'Service Charging System' light came on and then the vehicle wouldn't switch out of gear and drive. The owner stated that when driving the car that on the dash says to service charging system with the area being red. The owner stated the vehicle won't come out of gear and drive. The check engine light was on. The dealer found code p0a0a-00 high voltage system interlock circuit a.

	The technician found xy291a pin 14 was open vent t349 to xy204a was open. Star recommended replacing the harness and repairing the connector.
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MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	1/3/2022
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N ██████████
MILEAGE	7,466
OWNER	██ ████████████████████ Stockton, CA ██████████
COURT	Superior Court San Joaquin, CA
DOCKET #	████████████████████
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified:: Electrical:Component-Not Specified::
DESCRIPTION	On April 22, 2021, the owner stated that the check engine light was on. There was no complaint relating to loss of motive power or transmission.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 4/22/2021, at 7,466 miles, the vehicle was brought to the dealership and DTC P0A43 was stored. The diagnostic procedure in the service manual was followed and the code was erased. The vehicle was test driven and the code did not return. It was determined that whatever caused the code was no longer present and the dealer recommended returning when the code was active.

MATTER #	████████
FILE TYPE	Lawsuit
FILE NAME	██████████████
CAIR #	N/A
DATE OF INCIDENT	████████
DATE OF NOTICE	3/10/2022
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N7████████
MILEAGE	8,964
OWNER	██████████ ██████████████ Oakland, CA ██████
COURT	Superior Court Alameda, CA
DOCKET #	████████
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified:Stalling: Engine:Engine:: Electrical:Computer/PCM/TCM/BCM/ECM/TIPM::
DESCRIPTION	On 3/10/2022 FCA US was served with the owner's Complaint which alleges the 2017-2020 Chrysler Pacifica vehicles equipped with a 9HP transmission are defective along with the PCM, including owner's vehicle, contained one or more defect(s) to the transmission and/or PCM which may result in stalling, shutting off, and/or loss of power.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 5/27/2021 at 8,964 miles the vehicle presented with a check engine light on. Fault code P0A43-00---DRIVE MOTOR "A" position sensor circuit intermittent was found. Fault test was performed. On 3/1/2022 at 15,735 miles, the owner stated the vehicle will not start and has a warning for "check charge system". The owner reported the vehicle stopped after being parked at a store. The dealer confirmed that the vehicle would not start and when putting the shifter into any gear, the shifter starts to flash. The technician performed VSR, configuration and DTC reports, then flashed the AHCP and HCP modules. After the re-flash, the main fault codes were P062F, P0C0E, P16F9. The

	technician replaced the PIM, then performed updates to the HCP & AHCP modules to get the vehicle back online. After all the updates, there was an active fault code P1A.
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MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	N/A
DATE OF INCIDENT	██████████
DATE OF NOTICE	07/22/2021
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N ██████████
MILEAGE	26,057
OWNER	██ ████████████████████ San Diego, CA ██████████
COURT	Superior Court San Diego, CA
DOCKET #	████████████████████
ALLEGED DEFECT	Electrical:Dashboard:: Engine:Component-Not Specified:Lack/Loss of Power: Electrical:Check Engine Light::
DESCRIPTION	On 7/22/2021 FCA US was served with the owner's Complaint which alleged activation of warning indicators and vehicle completely losing power while driving.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 5/11/2021 at 26,057 miles, the vehicle was towed to the dealer because the service hybrid battery was on and the vehicle shut off. A part was ordered. On 5/26/2021 at 26,074 miles, the vehicle was towed in. The owner stated the service hybrid battery message came on and the vehicle shut off. The HCP, AHCP, and PCM were updated. The technician found code P0A3F and P0A43, internal failure of power inverter module causing concern. On 8/12/2021 the PIM was replaced. On 9/13/2021 at 26,426 miles, the owner reported a check engine light on. The technician found p0a43. Metal was found in the fluid and on 9/13/2021 the transmission was replaced.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	6/16/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S ██████████
MILEAGE	1,092
OWNER	██ ██████████ r. Petaluma, CA ██████████
COURT	U.S. District Court, Northern District CA
DOCKET #	████████████████████
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified:Stalling: Electrical:Component-Other (See Notes):: Electrical:Computer/PCM/TCM/BCM/ECM/TIPM:: Engine:Component-Not Specified:Stalling:
DESCRIPTION	On 6/16/2021 the owner contacted FCA US stating vehicle was at the dealership because, among other things, the vehicle features would lock when started and would not turn off; also the vehicle stalled, the steering wheel would not turn, and the vehicle had to coast to the shoulder.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicated there were updates available and the dealer performed 2 RRTs.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██████████████████
CAIR #	N/A
DATE OF INCIDENT	3/25/2022
DATE OF NOTICE	09/06/2022
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	28,744
OWNER	██████████ ██████████ Rockville, MD ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified:: Electrical:Component-Not Specified::
DESCRIPTION	On 3/25/2022 and 4/20/2022 the owner sought service for the check engine light being on. There were no complaints relating to loss of motive power or transmission.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 3/25/2022, at 28,744 miles, the vehicle was brought to the dealership and DTC P0A43 (Drive Motor A Position Sensor Circuit Intermittent) was stored. The code was cleared and it returned power down Hybrid system. The resolver harness circuits were checked and resistance measured below 30 ohms. A technician found wires shorted inside the wiring harness. The harness assembly was replaced and the vehicle was operating as designed. The owner returned on 4/20/2022, at 29,382 miles, and the same DTC of P043 was found. STAR approved a transmission replacement.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	██████████ ██████████ ██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	2/22/2020
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Pinnacle ██████████
VIN	2C4RC1N██████████
MILEAGE	██
OWNER	██████████) ██████████ Seattle, WA ██████████
COURT	N/A
DOCKET #	████████████████████
ALLEGED DEFECT	Engine:Component-Not Specified:Lack/Loss of Power:
DESCRIPTION	On 2/22/2020 the owner contacted FCA US stating vehicle shutting down ██████████ and it was shutting down on a busy highway (CAIR ██████████)
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 2/24/2020 at 1,846 miles, the owner reported the vehicle stopped running. It would start up again, but only for a few minutes before it shut off again. Dealer tech noted the check engine light was on. No codes were found. On 6/28/2021 the owner reported a message came on, so she pulled over. Vehicle would not restart so she had it towed home. It started an hour later. The found no issue, but the dealer did flash the PCM. On 7/20/2021 at 5,592 miles, the owner reported when driving a message came up for battery recondition-stop safety and turn off soon. Vehicle would not restart. Dealer found DTC p0a7e and b10eb. The front blower motor module was replaced. The BPCM was updated. On 8/21/2021 at 5,843 miles, owner reported display on dash is stating that the battery is in conditioning mode to leave ignition is run.

	Dealer found no DTCs. The dealer recommended the owner use the level one hybrid charger. On 8/5/2022 at 12,052 miles, the owner stated when driving a message said stop driving vehicle will shut off soon and she was only able to go 2 miles before shutting off. Found DTC's P1AAA-00, P111E-00, P1A9A-00, P1A9E-00, P1AA2-00, P1A21-00 tested and inspected hybrid battery system and found charge was low. STAR recommended replacing the HV battery chiller. HCP/AHCP were flashed.
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MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	8/12/2021
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	28,812
OWNER	██ ██████████ ve. El Segundo, CA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Total Vehicle:Component-Not Specified::
DESCRIPTION	On 4/27/2022 the owner stated that the vehicle would stall/shut off while driving.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 4/27/2022, at 28,858 miles, the vehicle was brought to the dealership with a complaint of stalling and shutting off while driving but the complaint could not be duplicated.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	10/3/2020
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N ██████████
MILEAGE	25,430
OWNER	██ ██████████ Escondido, CA ██████████
COURT	Superior Court San Diego, CA
DOCKET #	████████████████████
ALLEGED DEFECT	Transmission / Transaxle:Trans / Transaxle Cooler::
DESCRIPTION	On 10/3/2020 the owner contacted FCA US stating the vehicle had been stalling.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 9/21/2020 at 25,430 miles the owner reported that the vehicle stopped working and the system said that the charging system was not working. It was determined that there was an internal transmission failure (Recall W46). A new transmission was installed.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	8/4/2022
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Touring L
VIN	2C4RC1L██████████
MILEAGE	32,418
OWNER	██ ██████████ k Ct. Downers Grove, IL ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████ ecified:Stalling: Engine:Component-Not Specified:Lack/Loss of Power: Electrical:Component-Other (See Notes)::hybrid system service light Electrical:Component-Other (See Notes)::charging system service light
DESCRIPTION	On 8/4/2022 the owner contacted FCA US reporting vehicle had lost power 3 times while on the freeway.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 7/11/2022 at 32,418 miles, owner stated the service charging system light was on and vehicle died out 3 times on Interstate. The dealer could not verify, but updated the PIM and PCM modules. On 7/25/2022 at 32,778 miles, the owner stated no power and the service charging system light was on. The vehicle was towed-in. The battery failed a test. The dealer replaced the 12 volt PHEV battery. On 8/10/22 the owner reported CEL and Service Hybrid System lights on. While driving on expressway vehicle kept dying out. The dealer found codes P0AA6 & P0CF3. The transmission fluid was dark and had metal floating in it. Replacement of the transmission was authorized by STAR. Water was found in the PIM and a new PIM was ordered.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████ ██████████ ██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	7/1/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S7██████████
MILEAGE	3,000
OWNER	████████████████████ ██████████ Medford, MA ██████████
COURT	N/A
DOCKET #	████████████████████
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified:: Drivetrain / Driveshaft / Universal Joint:Component-Not Specified::
DESCRIPTION	On 07/01/2021, the owner contacted roadside assistance requesting a tow due to a malfunction with the transmission. On 9/12/2022 the owner contacted FCA US reporting the vehicle stalled while on the highway. The vehicle restarted but the "service charging system" message came on.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 07/01/2021, at 3,000 miles, the vehicle stalled and needed to be towed. No information was available regarding the repair. On 07/26/2021, at 3,393 miles, the owner stated that their vehicle "stopped abruptly" while on the highway, and would not turn back on. The dealership found an 80 amp fuse was blown. The fuse was replaced and the high voltage battery was charged. On 11/22/2021, at 6,942 miles, owner stated that check engine light was on, and the car dies out while driving and light blinks. Sometimes it takes 10 or 20 minutes to restart. A scan showed HCP P0E15-00 coolant heater, powered down hybrid system, and the coolant heater was replaced. On 01/14/2022, at 7,180 miles, owner stated the check engine light

	was on. The drive light flashes, but can't move and messages said shift to park and service charging system. The dealer topped off the transmission fluid and cleared all DTCs.
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MATTER #	████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	████████
DATE OF INCIDENT	████████
DATE OF NOTICE	2/18/2022
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S████████
MILEAGE	7,105
OWNER	██ ██████████ r Ave. Apt. 307 Fernandina Beach, FL 32034
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Component-Other (See Notes)::multiple engine lights on Transmission / Transaxle:Shift/Gear Selector / Linkage:: Electrical:Component-Not Specified::multiple stored error codes
DESCRIPTION	On 2/18/2022, owner contacted FCA US reporting that vehicle had issues with stalling and vehicle would not restart. Warning lights would come on while driving, sitting at a light, or when the vehicle was parked.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate On 01/04/2022, at 7,105 miles, the owner reported that the shifter lights were not working. The dealer removed and replaced the shifter transmission module. On 01/13/2022, at 7,186 miles, the service shifter message came on, as well as service hybrid electric system message, and lights on shifter would not come on. The dealer could not duplicate the problem. On 02/07/2022, at 8,046 miles, the shift inoperable message came on and the vehicle would not shift. The owner reported the vehicle shuts down in traffic. The dealer replaced the shift module but the concern remained. While performing the inspection the dealer noticed

	additional needed repairs and removed and replaced the PCM and reprogrammed. On 03/07/2022 at 8,160 miles, the check engine light and TPMS lights were on and the shifter inoperable message came on. A scan found multiple lost communication with shifter DTCs and P0315 crank not learned. Re-learn crank inspect shifter. The dealer replaced the BCM and DTC did not return for a few days, but then it returned. Found a loose connection on a harness and they replaced a connector. The vehicle had one good trip, then the DTCs returned. Star advised dealer to clean G910A Grand. On 04/08/2022, at 9,973 miles, the check engine light was on again, multiple codes were stored. The dealer found multiple lost communication DTCs. The dealer replaced a connector. On 05/10/2022, at 10,716 miles, owner reported that the check engine light, wiper stayed on, and AC will not turn on. Inspection found bus going down multiple codes. Upon STAR's advice, the SCCM was replaced.
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MATTER #	████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	████████ ████████
DATE OF INCIDENT	████████
DATE OF NOTICE	3/7/2022
MODEL/MODEL YEAR	2022 Chrysler Pacifica Hybrid Touring L
VIN	2C4RC1L7████████
MILEAGE	72
OWNER	████████████████ ██████████████ Denver, CO ██████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Driveability:Component-Not Specified:: Engine:Component-Not Specified::
DESCRIPTION	On 3/7/2022 the owner contacted FCA US and asked about Lemon Law because the vehicle never worked and stalls. On 3/11/2022 the owner contacted FCA US and submitted a certified letter to FCA US stating that the vehicle shifts to Park light comes on and the vehicle is stalling.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 1/12/2022 at 72 miles, the owner stated the vehicle will just shut off while driving. The drive indicator in the center of dash will flash and it will say to shift to park and restart. Codes P06B4, P0A45 and P0C1A are stored. STAR ordered a PIM. On 02/17/2022 at 231 miles, no owner complaint is noted but a technician noted the vehicle dies out randomly and starts back up after key cycle. The drive indicator in the center dash would shift to park and restart engine. Codes B10EB-00, P06B4-00, P0A45-00, and P1B10-00 Driver Motor B Issues. Contacted STAR, metallic

	sparkles/flake in the transmission fluid. The transmission was replaced.
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MATTER #	████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	████████ ████████ ████████ ████████
DATE OF INCIDENT	████████
DATE OF NOTICE	9/13/2019
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1████████
MILEAGE	13,541
OWNER	████████ ████████ Frederick, MD ██████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Component-Other (See Notes):: Transmission / Transaxle:Automatic Trans / Transaxle:: Electrical:Component-Other (See Notes)::
DESCRIPTION	On 9/13/2019 the owner contacted Roadside Assistance because the vehicle was inoperable and had a service transmission warning. On 1/27/2020 and 6/5/2020 the owner contacted FCA US for a tow for stalling issues.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 01/30/2020 the vehicle shut off on the highway. Both batteries were completely dead. Charged low and high voltage batteries, road tested, and code P0A3F comes on. Performed diagnostic test for P03AF-00. After road testing car, performed test with PIM connectors. Check continuity to the module found all wires good and with normal resistance. STAR advised to replace the transmission. On 07/14/2020 the owner stated the service hybrid engine with a red

	turtle on dash is saying speed may be limited. A technician tested the battery and found it to be completely drained. GR8 test and charged battery. A technician road tested the vehicle, and the vehicle was operating as it should.
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MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	1/11/2022
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Pinnacle
VIN	2C4RC1N██████████
MILEAGE	13,790
OWNER	██ ██████████ ia St. Newport Beach, CA ██████████
COURT	Superior Court Los Angeles, CA
DOCKET #	████████████████████
ALLEGED DEFECT	Electrical:Radio/Speakers/Clock/Antenna:: Electrical:Check Engine Light::
DESCRIPTION	On 01/11/2022 the owner sought service reporting when accelerating at slow speeds like a parking lot, jerks/stutters at first as if brakes being applied. On 05/13/2022 the next owner sought service for a check engine light that went on and off and the engine stopped. The owner had to restart vehicle to get it moving again.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 1/11/2022 at 13,790 miles, when accelerating at slow speeds like a parking lot, the vehicle jerks/stutters at first as if brakes being applied. The vehicle battery needed to be fully charged. The engine was turning on while driving at lower speed. On 3/7/2022 at 16,815 miles a CEL was on, DTC P0E15-00 was found, and the PIM was flashed.

	On 05/13/2022 at 21,738 miles, the CEL came on and off, the engine stopped, and the owner had to restart the vehicle. Found code P0A43-00. No parts were available until July. The customer picked up vehicle prior to repair.
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MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████ ██████████
DATE OF INCIDENT	1/26/2022
DATE OF NOTICE	1/28/2022
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S ██████████
MILEAGE	13,801
OWNER	██████████ ████████████████████ Walnut, CA ██████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Engine:Component-Not Specified:Stalling: Engine:Component-Not Specified::
DESCRIPTION	On 01/28/2022 the owner contacted FCA US and requested rental assistance while his vehicle was down for transmission work. On 03/07/2022 the owner contacted FCA US reporting the charging system/starter seems to be malfunctioning. The vehicle will not start. The owner stated this is the third time the vehicle had had this issue. The first time the vehicle power shut off while driving in December 2021, the second time late January/early February 2022 the power stopped while driving as well. Now the vehicle will not start and there is a message stating "Service Charging System".
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 1/26/2022 at 13,801 miles the check engine light appeared while driving on the freeway. The owner was not able to accelerate and had to pull over. The owner was able to drive after the vehicle was shut off and turned on again. No DTCs were found. The TCM and PCM were reset. After test drive found DTC codes P0A43-00 and 1817-00. The owner picked up the vehicle and was advised the CEL might come

	back on due to stored codes. On 03/18/2022 at 15,255 miles, owner stated that the check engine light was on and engine stalled while driving. A scan found DTC P0A33. Flashed HCP/AHCP. On 04/14/2022 at 15,903 miles, the check engine light was on and the engine stalled while driving on the highway. No lights present during arrival. Scan showed no PCM related DTCs. HV battery shows 0%, oil is overdue by 4000 miles according to label on windshield. Test drove vehicle 10 miles, DTC did not return. Found TSB 18-050-22, flashed the PCM.
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MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	9/21/2021
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	8,128
OWNER	██ ██████████ in Ln. Centralia, WA 98531
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████er (See Notes):: Transmission / Transaxle:Automatic Trans / Transaxle::
DESCRIPTION	On 9/21/2021 the owner contacted FCA US reporting stalling and was asking for technical assistance because the vehicle broke down on August 28 (more than 3 weeks prior). The owner was told the dealer found metal shavings and the transmission needed to be replaced.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate On 09/08/2021 at 8,128 miles the owner stated the vehicle died while driving, restarted after a short time, died again, and gave a charge fault message. A scan found code P0A3F-00 active and P0C19-00 when brought into shop. The HV battery was very low, was charged overnight, and P0A3F became active again. Performed diagnostics, resistance checks of all wiring circuits from transmissions connector to PIM connector, all good, resistance checks of the resolver circuits at trans connector, all within spec with no short to grounds or other circuits. On test drive code P0A3F returned active, stalling, but after a few tries was able to return to shop at 20mph. Diagnostic test for P0A3F pointed to PIM module but metal bits found in transmission fluid so a transmission was ordered. The new transmission was installed on 11/12/2021.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████ ██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	5/17/2021
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N7██████████
MILEAGE	6,645
OWNER	██████████ ██████████ Auburn, WA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Steering:Component-Not Specified:: Engine:Engine:Lack/Loss of Power:
DESCRIPTION	On 05/17/2021 the owner contacted FCA US reporting the CEL came on. The vehicle stopped on the freeway during a trip and was towed. On 6/18/2021 a CAIR report indicated the transmission needed to be replaced while the owner was traveling. On 06/28/2021 owner reported to FCA that the engine lost power while driving.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 5/17/2021 the vehicle lost power while driving. Fault code P0A3F-00 was found. Diagnostic results recommended transmission replacement.

MATTER #	████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	████████
DATE OF INCIDENT	████████
DATE OF NOTICE	1/20/2022
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N████████
MILEAGE	22,393
OWNER	██ ████████ tain ██████████ Happy Valley, OR ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Engine:Component-Not Specified:: Total Vehicle:Component-Not Specified:: Electrical:Battery, Cables, Tray:: Electrical:Check Engine Light:: Electrical:Component-Not Specified::
DESCRIPTION	On 01/20/2022 the owner contacted FCA US reporting vehicle stalling while driving. The owner said the check engine light had been on for 2 days and yesterday the charging electrical system needs to be serviced. Yesterday the turtle light came on and shut off at an intersection.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 1/20/2022 at 22,393 miles, the owner was driving through an intersection and the vehicle just shut off. The owner also reported yesterday or today the vehicle just stayed on for 32 minutes and would not shut off. Also the turtle light came on and would not let owner drive above a certain speed. Vehicle came in with 0% charge on hybrid battery, fully charged battery and found codes B1A10-00, B224F-54, P0D57-00, P0E5E-00, U0073-00, and U0298-00. Replaced the harness between the APM, OBCM, and BPCM but the next day the

	vehicle was dead and the 12V battery was at 4.3 volts. Replaced the low voltage wiring harness for the hybrid system modules.
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MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████ 1
DATE OF NOTICE	10/30/2021
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N ██████████
MILEAGE	15,593
OWNER	██ ██████████ Ave. Berkey, OH ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Wiring:: Electrical:Battery, Cables, Tray:: Transmission / Transaxle:Automatic Trans / Transaxle::
DESCRIPTION	On 10/30/2021 contacted FCA US stating that they bought the vehicle about a year ago. Vehicle was in the shop for approximately a week before owner took delivery with a charging issue. Vehicle ran well for approximately one year now it has gone into turtle mode 6 times. Vehicle broke down on the side of the roadway on 10/24/21 with a vehicle message for service charging system. Owner had the vehicle towed to the dealership.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 10/25/2021 at 15,593 miles the vehicle had service for a check engine light. The vehicle will not respond, message on cluster said service charging system. Codes: uo111 c2225-00 p0562-00 u0624-00. RRT1 was performed. The vehicle had a no crank no start condition in the shop. Found spread terminal in PDC connector C4 pin 8 circuit A970. On 11/15/2021 the vehicle was in limp mode and unable to move. Followed diagnosis for code p0c0b-00 and the PIM was replaced.

	On 4/6/2022 a MIL was on and the vehicle had a no start condition. Found codes P1C8E-00 and p0c0b-00, PIM and PDC c4 connector replacement. On 5/17/2022 at 16,748 miles, vehicle will not start or move. PIM replaced once, vehicle worked for 1k miles then failed again. Replaced PDC c4, transmission wiring harness, transaxle replacement.
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MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████ 1
DATE OF NOTICE	11/5/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S ██████████
MILEAGE	8,000
OWNER	██ ██████████ Ct. Morgan Hill, CA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Total Vehicle:Component-Not Specified::
DESCRIPTION	On 11/05/2021 the owner contacted FCA US and reported the vehicle engine was dying out while driving at highway speeds.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 10/11/2021 at 8,000 miles, the van shut down twice while driving. Service charging system message and check engine lights were on. The technician updated PCM, HCP, and AHCP. Then had DTC for skim P0513 which the updates were supposed to fix, and DTC's P0A3F and P0A43. After updates now have P0E15 Hybrid -EV battery pack coolant heater A control performance. Cleared codes and drove vehicle and P0E15 is the only code to return, and stayed active. On 11/2/2021 at 8,542 miles, a MIL was on. Found code P0A43 Removed and replaced PIM module. On 2/2/2022 at 8,648 miles, the owner stated the vehicle stops moving when in Hybrid. Restarts and CEL comes on. Dealer found code P0A43 and replaced the transmission.

MATTER #	████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	████████ ████████ ████████ ████████
DATE OF INCIDENT	2/4/2020
DATE OF NOTICE	2/10/2020
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Touring L
VIN	2C4RC1L████████
MILEAGE	16,287
OWNER	████████████████████ ████████████████ Lawrence, KS ██████
COURT	District Court Douglas, KS
DOCKET #	████████████████
ALLEGED DEFECT	Electrical:Computer/PCM/TCM/BCM/ECM/TIPM:: Electrical:Battery, Cables, Tray:: Brakes:Brake-Parking/Emergency Brake Assembly:: Transmission / Transaxle:Component-Not Specified:: Engine:Component-Not Specified:Hard Starting:
DESCRIPTION	On 2/10/2020 the owner contacted FCA US and reported battery issues and said there are 2 STAR cases. It takes a very long time to charge for a short distance. On 3/31/2021 the owner contacted FCA US reporting electrical problems with the vehicle not starting. On 3/09/2022, owner contacted FCA US reporting the vehicle had twice died while driving. On 5/18/2021 the owner reported the vehicle had stalled while driving. On 12/2/2021, owner contacted FCA US reporting pop up messages and the engine sometimes stalls.
CRASH	No

PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 3/5/2021 at 22,048 miles, owner stated the vehicle has died multiple times while driving. Multiple codes were found and RRTs needing flashes. Flashed and repaired all concerning codes and RRTs were completed. On 3/15/2021 at 22,084 miles, owner stated they are having the same issues with vehicle dying and not charging correctly. The vehicle was stalling and won't come out of gear. The dealer could not duplicate the concern. On 12/09/2021 at 23,055 miles, owner stated the transmission sticks in park sometimes, has to wait a while to start, will go out of gear, dies when driving, electric will not turn off, cannot get out of gear, and lights flash for all services. The vehicle drives ok on gas and seems to work well when warm outside, starts acting up when it gets colder outside. A body control module was updated.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	7/27/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S██████████
MILEAGE	7,329
OWNER	██ ██████████ ks Blvd. Glendale, CA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████ Specified::
DESCRIPTION	On July 27, 2021 the owner contacted FCA US reporting that while on the freeway the vehicle would turn off and would say reset charging system.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 7/14/2021 at 7,329 miles, the MIL is on and the vehicle will shut off saying "service charging system." This happens when the hybrid battery is low. The vehicle can restart after vehicle after ignition reset. Had multiple stored DTCs u151a-87, RRT addresses code. Completed RRTs. On 7/26/2021 at 8,039 miles, the owner stated when the hybrid battery is completely discharged and vehicle is operating in fuel mode while on highway, the vehicle shuts off completely will restart fine and drive until hybrid dead again. Check engine light is on, code p0a43-00 was stored, same code as before (RRT was supposed to address it). On test drive the van stalled and says shift to park. The van did not restart in gas mode. It will always start in electric mode. Hybrid batt is at <1% when hybrid battery has charge there are no problems with driving /starting. STAR recommended diagnostics for poa43-00 possible PIM transmission or resolver wiring. Both the PIM and transmission are on back order. Recommended taking to a home

	dealership asap. Recommended keeping the hybrid battery charged at all times. On 8/14/2021 at 8,208 miles, the owner stated the vehicle keeps shutting off while driving on highway. This only happens when battery charge is at zero and at 55 mph. Dealer found no codes. Flashed PLGM as per recall. The vehicle was not exhibiting symptoms at that time and diagnosis could not proceed until either warning lights or symptoms return.
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MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	██████████ ██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	5/16/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Touring
VIN	2C4RC1R██████████
MILEAGE	532
OWNER	██████████ ████████████████████ Key Dr., Miami, FL ██████████
COURT	N/A
DOCKET #	████████████████████
ALLEGED DEFECT	Engine:Component-Not Specified::
DESCRIPTION	The owner contacted Roadside Assistance on 5/16/2021 because the vehicle stalled. On 5/19/2021 the owner contacted FCA US reporting after 3 days of purchase when driving only 2 miles away from home the engine light came on, then all lights came on, the vehicle began to stall, and the vehicle was towed to the dealer.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate that STAR was contacted on 3/22/2021 at 186 miles that a MIL was on and codes were found for P0A3c-00 and P0A3D-00. P0CEA-00, and U151A-87. The coolant pump was replaced. On 2/07/2021 at 532 miles, the owner complained of vehicle stalling. There were intermittent codes P0CEA-00 and U0623-00, circuit F747 at PDC connector C3 pin 59 terminal spread, and battery low voltage failed GR8 testing. The technician replaced pin 59 connector C3 at PDC and also replaced the battery, updated PLGM software, performed RRT 21-062, updated HCP/AHCP software, and updated PCM software.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	6/1/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Pinnacle
VIN	2C4RC1N75MR501276
MILEAGE	██
OWNER	████████████████████ ████████████████████ Glastonbury, CT ██████████
COURT	N/A
DOCKET #	████████████████████
ALLEGED DEFECT	Electrical:Battery, Cables, Tray:: Electrical:Check Engine Light:: Total Vehicle:Component-Not Specified:Lack/Loss of Power:: Electrical:Component-Not Specified::
DESCRIPTION	On 6/1/2021 the owner contacted FCA US stating when driving on gas (EV is on 1% or 0 miles) the vehicle suddenly stops with "Service Charging System" error and asks to put the vehicle in Park. Can restart, but after some miles of driving the issue occurs again. It happens when trying to overtake or at high speeds.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate that on 5/14/2021 at 3,452 miles the check engine light and the service battery light came on. The dealer did find codes stored but was not able to find any issues with the vehicle or create the conditions again that caused the codes. On 5/24/2021 at 4,848 miles the check engine light was on again. Per a TSB, the dealer updated the HCP, AHCP, BPCM, and PCM. On 6/1/2021 at 5,434 miles the check engine light had returned. STAR approved a transmission replacement.

MATTER #	██████████
FILE TYPE	██
FILE NAME	██████████ elia)
CAIR #	██████████ ██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	5/6/2021
MODEL/MODEL YEAR	2021 Chrv ██████████ Hybrid Limited
VIN	2C4RC1S7██████████
MILEAGE	4,700
OWNER	██████████ ██████████ Clever, MO ██████████
COURT	N/A
DOCKET #	██
ALLEGED DEFECT	Engine:Component-Not Specified:Lack/Loss of Power: Total Vehicle:Component-Not Specified:Noise: Electrical:Component-Not Specified:: Electrical:Ignition System:: Engine:Component-Not Specified:Overheat:
DESCRIPTION	On 5/6/2021 the owner contacted roadside assistance for a tow due to a start/stall. On 5/17/2021 the owner contacted FCA US stating the vehicle was shutting down while driving.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate FCA US did not inspect the subject vehicle. Dealer records indicate on 5/5/2021 at 4,700 (from CAIR) miles, STAR was contacted with complaints of the check engine light comes on, limited power, and erratic operation. DTCs U0623 and P0CEA-00. The passive coolant pump and PDC replaced. On 6/7/2021 at 5,734 miles, STAR was contacted with complaints the check engine light was on, the cooling fan stays at high speed, vehicle shuts off, displays "turtle"/limited operation light. Found DTCs P0CEA

	and U0623. The PIM had been replaced but the problem recurred in 4 days. The transmission was replaced. On 12/3/2021 at 5,809 miles, owner stated the CEL is on, the vehicle dies and the battery light comes on. The HCP and AHCD were updated, the PCM was updated.
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MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	██████████ ██████████
DATE OF INCIDENT	9/7/2019
DATE OF NOTICE	9/7/2019
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	5
OWNER	██████████ ██████████ Richmond Hill, GA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	██ Not Specified:: Transmission / Transaxle:Component-Not Specified::
DESCRIPTION	The owner contacted Roadside Assistance on 9/07/2019 because the vehicle stalled. On 9/10/2019, the owner called FCA US stating on 9/6/2019 while driving the vehicle stalled and had no brakes on the highway going 83 MPH.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 9/07/2019 at 5 miles, the owner stated vehicle shut off and would not re-start. The 12 volt battery tested with a bad cell. Replaced the battery. The vehicle would operate in electric mode at a derated power/limp. STAR advised that the ABS and transmission needed to be replaced.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	6/30/2022
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S██████████
MILEAGE	19,602
OWNER	██ ██████████ t Rd. Ste. 302 Brea, CA 92821
COURT	Superior Court Los Angeles, CA
DOCKET #	████████████████████
ALLEGED DEFECT	Electrical:Check Engine Light:: Engine:Component-Not Specified:Lack/Loss of Power: Cooling System:Component-Not Specified:: Electronic Stability Control:Warning Lamp:: Electrical:Computer/PCM/TCM/BCM/ECM/TIPM::
DESCRIPTION	On 6/30/2022 the owner contacted FCA US and reported that in September of 2021 a front camera was replaced. Then a month and a half ago while the owner was driving onto the freeway on-ramp the vehicle would not accelerate. They were told no codes were found but they don't feel safe driving the vehicle. The dealer could not duplicate the problem. On 7/20/2022 the owner contacted FCA US and said the vehicle randomly lost power on the freeway while her husband was driving. This is the second time this has happened and they do not feel safe.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 3/4/2022 at 16,933 miles owner stated CEL is on and vehicle is shuttering a little bit when at a stop. The check engine light was set

-00. Replaced the electric coolant heater.

On 5/16/2022 at 19,602 miles, the owner stated when entering the [REDACTED] erate past 2 MPH. There were CEL, ABS light and ESC lights. The engine light was set by [REDACTED] 0A and U1409. Cleared codes and during road test the [REDACTED] nt into limp mode but no warning lights. Upon returning to dealer the vehicle began to operate normally. No DTCs were set.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	1/31/2020
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	11,969
OWNER	██ ██████████ wrence Dr. Morgan Hill, CA ██████████
COURT	Superior Court Santa Clara, CA
DOCKET #	████████████████████
ALLEGED DEFECT	Engine:Engine:: Total Vehicle:Component-Not Specified:Recall/Campaign: Transmission / Transaxle:Automatic Trans / Transaxle::
DESCRIPTION	On 1/31/2020 the owner contacted FCA US for rental assistance, stating that the vehicle needed a module.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 01/18/2020, at 11,969 miles, the owner stated the vehicle won't start. The dealer found DTC P0A3F and DTC P0A43. The dealer completed Recall VE2 and replaced the transmission assembly. On 02/11/2021, at 16,159 miles, the owner stated the transmission is defective. The dealer performed software updates and diagnostic tests. No problem was found.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	8/18/2022
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N7██████████
MILEAGE	28,000
OWNER	██████████ ██████████ Sun Valley, CA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	██ot Specified:: Engine:Component-Not Specified::
DESCRIPTION	On 8/18/2022 the owner contacted FCA US inquiring about a buyback request. She stated that the vehicle had been to the dealer 4 of 5 times for electronic issues and now the vehicle stalled in the middle of the freeway. On 08/24/2022 the owner stated the check engine light came on.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 08/24/2022, at 28,100 miles, a STAR case was opened because of a complaint that the battery goes dead. Codes P0A3F and P019 were found. No metal was found in the fluid and a PIM was replaced but during a test drive the engine stalled out again. STAR authorized a transmission replacement.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	11/16/2021
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	4,439
OWNER	██ ██████████ Irvine, CA 92614
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████ ecified:: Driveability:Component-Not Specified::
DESCRIPTION	On 11/16/2021 FCA US received the owner's request for arbitration due to a no-start condition and a check engine light.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 11/09/2021, at 4,439 miles, the owner stated the check engine light was on. The dealer found the power inverter module had failed. Found DTC P0A43. A PIM was ordered.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	1/18/2021
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	4,282
OWNER	██ ██████████ st Dr. Dallas, TX 75240
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████ ecified:Stalling: Engine:Component-Not Specified:: Electrical:Check Engine Light:: Electrical:Computer/PCM/TCM/BCM/ECM/TIPM:: Engine:Component-Not Specified:Lack/Loss of Power:
DESCRIPTION	On 1/18/2021 the owner contacted FCA US stating that the check engine light comes on and the engine stalls. He stated that the dealer had attempted to repair it multiple times. On 1/29/2021 the owner contacted FCA US again stating the vehicle stalled in the middle of an intersection.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 12/2/2020 at 3,548 miles, there was engine misfire. An ignition coil was replaced. On 1/13/2021 at 988 miles a STAR case was opened due to owner stating engine lost acceleration and the engine died at intersections. The owner described stall during parking lot maneuvers. Scan found codes U0002-00 P1CDC-00 U0074-00 U0111-00 U0151-00 U0293-00 U0298-00. The dealer could not duplicate the stalling concern.

	██████████ 2021, at 1,010 miles, a STAR case was opened for the same concern of engine losing acceleration and dying. Checked connections at the APM and vehicle now working. The conclusion was ██████████ tor, maybe it wasn't full seated and when it was disconnected and reconnected it fully ██████████ the OBCM. ██████████ On 4/26/2021 a STAR case was opened at 2,303 miles with an initial concern that the battery would not take a charged and the battery drained quickly. Multiple DTC's showing multiple failures. Recommended to follow the diagnostics for P0E15 and P16F9 to address BUS concerns. The connections at the coolant heater were good. Proper voltage on the BUS circuits going to it and power and ground a ██████████ recommended to replace the coolant heater. Next, diagnostic for the P16F9 DTC for the PIM. A PIM was ordered but due to chip shortage part wasn't installed until 8/4/2021. ██████████ ██████████ at 4,282 miles, the owner reported a no start, electrical dead, and stalling. Initial diagnosis found low voltage battery completely dead, high voltage battery completely discharged--jump started vehicle and attempted to drive into shop, killed jump box in 30 sec--found APM module off-line and vehicle would not charge with any charger. Repair included replacing APM module, replaced 12V battery, ██████████ eater. ██████████
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MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	10/4/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Touring
VIN	2C4RC1R██████████
MILEAGE	4,049
OWNER	██ ██████████ y ██████████ Reelsville, IN ██████████
COURT	Circuit Court Putnam, IN
DOCKET #	████████████████████
ALLEGED DEFECT	Electrical:Battery, Cables, Tray::battery life reads incorrectly Engine:Component-Not Specified:Lack/Loss of Power: Engine:Component-Not Specified:Noise:
DESCRIPTION	On 10/4/2021 FCA US received a legal claim on behalf of the owner alleging, among other complaints, a defective engine and/or electrical system due to a loud noise form the engine compartment and the vehicle randomly shutting off when at idle and when vehicle is in park.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate a STAR record dated 7/20/2021 at 4,049 miles, reporting an owner concern of the vehicle randomly shutting off when idling in park. Although STAR requested a scan report none was provided and no tests or repairs are noted. A Star record dated 10/1/2021, at 7,077 miles, noted the vehicle will turn off after 30 minutes of idling. A STAR record dated 1/11/2022, at 15,070 miles, noted a MIL was on and there was a transaxle bearing defect. Notes say the owner also reported that the battery life varies even when they drive the exact

	te. Found glitter in the transmission fluid. A transmission replacement was approved. he vehicle died on them while driving, won't shift out of park, and the service charging indicator is on. The dealer verified the vehicle won't start. Multiple high voltage codes. P0AFB-00 P0A95-00 Found the PIM had shorted and the cables to the PIM from the battery were melted. Replaced the PIM, battery cables to the battery from the PIM and replaced the 350 AMP disconnect. Filled with coolant, fully charged high voltage battery and vehicle is operating as designed. On 7/15/ 65 miles, the owner stated the vehicle is not charging, cooling fans are loud, and the vehicle feels like it is struggling to accelerate. The dealer found there was no module with the high voltage. Replaced the OBCM. Fans were staying on and pulled .
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MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	8/17/2021
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	18,699
OWNER	██ ████████████████████ Chino, CA ██████████
COURT	Superior Court Los Angeles, CA
DOCKET #	████████████████████
ALLEGED DEFECT	Engine:Component-Not Specified:Stalling: Engine:Component-Not Specified:Idle-Rough: Engine:Cylinder:: Electrical:Spark Plugs-Ignition System:: Electrical:Check Engine Light::
DESCRIPTION	On 8/17/2021 FCA US was served with the owner's legal complaint alleging, among other things, the vehicle stalling out.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 1/4/2022, at 18,699 miles, the CEL was on and the vehicle hesitates to accelerate. Active HCP DTC P0E15-00. Replaced the battery coolant heater. On 1/25/2022 at 18,702 miles, the vehicle was sluggish to speed up and switch lanes, and there was rough idle and harsh shifting. No DTCs. The dealer was unable to verify the complaint. On 5/20/2022 at 23,365 miles, the CEL was on and the vehicle was stalling. The dealer found no codes and found onboard charging OK.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	Patel (Harsh)
CAIR #	██████████
DATE OF INCIDENT	1/12/2021
DATE OF NOTICE	2/16/2021
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	1,096
OWNER	██████████ ██████████████████ ██████████████████████████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Transmission / Transaxle:Manual Trans / Transaxle::
DESCRIPTION	On 2/16/2021 the owner contacted FCA US and stated he had nothing but problems since he purchased the vehicle, and it has 1,148 miles. The dealer first diagnosed ECM board, then it needed a new PIM module.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 1/12/2021 at 1,096 miles, a fault charge message came up. The electronic brake booster was reprogrammed. On 1/14/2021 the vehicle was stalling while driving and the charging light is coming on saying battery is 1% or 0%. The battery was charged. On 1/28/2021 at 1/148 miles, the service charging system message will come on and says shift to park. Internal transmission failure P0BF2-0 P0BFA-00 P1AEE-00 P1AEF-00 and STAR advised replacing the transmission. On 6/11/2021 the vehicle was stalling. The PDC connections were suspected. On 11/15/2021 the MIL was on, there was a short in the PDC, and the PDC was replaced.

MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	3/8/2022
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	16,316
OWNER	██ ██████████ uz Hwy. Los Gatos, CA 95033
COURT	Superior Court Orange, CA
DOCKET #	████████████████████ C
ALLEGED DEFECT	Electrical:Computer/PCM/TCM/BCM/ECM/TIPM:: Engine:Component-Not Specified:: Transmission / Transaxle:Component-Not Specified:Stalling:
DESCRIPTION	FCA US's first notice was receipt of the Complaint on 3/8/2022. The owner alleged defects with the PCM, transmission stalling, and engine.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 11/10/20 at 16,316 miles the owner stated that the check engine light came on and the vehicle just stopped working. The technician was able to verify the concern. He found trouble codes P1A01, P0A3F, P0C19, P1B03 and U0412. The transmission fluid was found to be burnt. STAR authorized transmission replacement.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████ ██████████ ██████████
DATE OF INCIDENT	8/6/2021
DATE OF NOTICE	8/8/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Touring L
VIN	2C4RC1L79MR517449
MILEAGE	██
OWNER	████████████████████ 28940 Timberlane St. Agoura Hills, CA 91301
COURT	N/A
DOCKET #	████████████████████
ALLEGED DEFECT	Engine:Engine:Performance: Suspension:Component-Other (See Notes):: Electrical:Radio/Speakers/Clock/Antenna::
DESCRIPTION	On 8/8/2021 the owner contacted roadside assistance requesting towing due to the vehicle stalling. On 5/5/2022 the owner contacted roadside assistance requesting a jump start. On 8/1/2022 the owner contacted FCA US seeking reimbursement because her vehicle is at the dealer getting a new transmission.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 6/10/2021 at 910 miles the owner stated the vehicle would not start but she used a different key and now the CEL is on. The condition could not be duplicated but the HCP and PCM were updated. On 8/6/2021 the owner reported a no start condition and had to be jump started. Completed 18-Y5-01-82. 6/1/2022 at 20,716 miles the car sputters while driving and cuts off and will have service charging system and engine light on. Code P0A43 was stored. HCP/AHCP and PCM were flashed.

	On 6/14/2022 at 21,165 miles, the vehicle died while driving on the highway at a slower speed. Charging message came up. P0A43 code returned after all software updates. Transmission fluid sample burnt and STAR advised replacing the transmission. Then the main battery failed test and the battery was replaced.
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MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	8/3/2021
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	16,830
OWNER	██ ████████████████████ Buckhannon, WV 26201
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████er (See Notes)::PIM motor Transmission / Transaxle:Automatic Trans / Transaxle:: Electrical:Check Engine Light::
DESCRIPTION	On 8/3/2021 the owner contacted FCA US requesting assistance expediting an inverter module for the hybrid system that was on backorder and would take 6 weeks or more. On 8/4/2021 the owner stated that the vehicle had shut down on him and was wanting to know the cause. The dealer said it was a part failure. The vehicle was repaired on 8/20/2021. On 8/23/2021 the owner contacted FCA US and reported there was another message to service the hybrid system. On 8/30/2021 the dealer stated the owner reported issues with the vehicle dying again.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 7/29/2021 at 16,475 miles, the check engine light was on. The dealer could not duplicate. On 8/2/2021 at 16,830 miles the turtle light came on and the vehicle stalled out. Code P0A3F-00 and P0A43-00. The PIM motor was replaced.

	████████ 2021 at 16,900 miles the CEL light was on and found P1A21-00. The dealer contacted STAR but the owner took vehicle back before STAR responded. ██ ████████ 2021 at 17,233 miles, owner stated the check engine light and turtle light were coming on. Metal debris was found in ██████████ on fluid and the transmission was replaced.
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MATTER #	████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	████████ ████████ ████████
DATE OF INCIDENT	2/17/2022
DATE OF NOTICE	3/31/2022
MODEL/MODEL YEAR	2022 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S77NR123144
MILEAGE	██
OWNER	████████████████ 3100 N Elm St. Apt. J Greensboro, NC 27408
COURT	N/A
DOCKET #	████████████████████
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified::
DESCRIPTION	On 3/31/2022 the owner contacted FCA US asking about a buyback because a month before the vehicle shut off twice and it was at the dealer 5 days, and reported it happened again last week and she doesn't feel safe. On 5/5/2021 and 5/9/2022 the owner contacted FCA US again about lemon law/buyback because the vehicle was at the dealer 3 times in 4 months of ownership.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 2/17/2022, at 302 miles, the owner stated they were driving on the highway when the vehicle locked up. There was a check engine light and found P0A45-00 stored code. On 3/28/2022 at 1,372 miles, owner stated the vehicle was stalling out when making turns and a check engine light came on. Found code P0A45. Performed resolver offset learn and code cleared on its own. If a code returns the vehicle will need the transmission replaced.

	022 the vehicle shut off again while driving and making turns and the transmission was replaced.
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MATTER #	██████████
FILE TYPE	Lawsuit
FILE NAME	██ a)
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	8/23/2022
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S ██████████
MILEAGE	20,782
OWNER	██ a) ██████████ k Ct. Modesto, CA ██████████
COURT	Superior Court Santa Clara, CA
DOCKET #	████████████████████
ALLEGED DEFECT	Engine:Component-Not Specified:: Transmission / Transaxle:Component-Not Specified:: Electrical:Component-Not Specified:: Total Vehicle:Component-Not Specified:Recall/Campaign:
DESCRIPTION	FCA US's first notice was service of the Warranty Complaint on 8/23/2022 alleging, among other things, defective engine and transmission.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 3/25/2022 at 20,782 miles, the check engine light was coming on and off, sometimes while driving the vehicle loses power, tells him to pull over, and receives a message stating service charging system. RRT for software flash for the PIM was performed. On 3/26/2022 at 20,803 miles a check engine light was on. DTC p0a43-00 was found. Tested resolver, motor a circuit resistances, test wiring from transmission to PIM, and no problems were found. On 4/13/2022 at 21,131 a check engine light was on. DTC p0a43-00

	██████ d. Metal was found in fluid. Transmission was ordered. On 4/26/2022 at 21,559 miles, the check engine light returned along ████████████████████ battery coolant heater was present. The dealer replaced EV battery coolant heater.
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MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	8/30/2019
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	28,508
OWNER	██ ██████████ Ln. Tracy, CA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████ Tray:Lack/Loss of Power:
DESCRIPTION	FCA US's first notice was receipt of the Arbitration notice on 8/30/2019, then the owner withdrew the arbitration. After the legal file closed, on 6/18/2021, the owner reported to the dealer that the vehicle died and would not restart.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 6/18/2021 at 28,508 miles, the owner reported that the vehicle died and wouldn't restart. The only code found was p0C19 Drive Motor A Torque Delivered Performance. The BPCM was updated, the vehicle was test driven for 20 miles and there were no pending DTCs. On 7/19/21 at 29,973 miles the owner reported the check engine light would go on and off and the vehicle will randomly shut off and not restart. The technician found code P0C19 Drive Motor A Torque Delivered Performance. The technician found an internal fault for PIM module causing the issue. A new PIM module was installed. On 8/9/21 at 30,260 miles the owner stated that the vehicle shuts off while driving. The technician verified the concern and a STAR case was opened. A new transmission was installed.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	9/28/2021
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	33,850
OWNER	██ ██████████ Ct. Parker, CO ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	██████████████████ Trans / Transaxle Cooler:: Doors:Door Latch/Hinge:: Electrical:Check Engine Light::
DESCRIPTION	FCA US received a legal demand letter on behalf of the owner on 9/28/2021 alleging a defective engine.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 7/2/2020 at 21,080 miles, performed recall W46 inspect connections and verified good. On 12/16/2020 at 25,385 miles, recall W46 was performed and a gasket was installed. On 12/22/2020 at 25,500 miles an owner complaint was not in the records, but codes were deleted, test drove, codes did not return, and no issues found. On 1/22/2021 at 26,141 miles owner stated the check engine light is on. Flashed HCP/AHCP modules per RRT 21-017 On 7/29/2021 at 33,850 miles, the check engine light was on with code P0A43. STAR ordered a transmission.

MATTER #	████████
FILE TYPE	Claim
FILE NAME	████████
CAIR #	████████
DATE OF INCIDENT	████████
DATE OF NOTICE	5/6/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S ██████████
MILEAGE	████████ ████████ Lake Stevens, WA ██████
OWNER	████████ ████████ Lake Stevens, WA ██████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Engine:Component-Not Specified:: Transmission / Transaxle:Component-Not Specified::
DESCRIPTION	On 5/6/2021 the owner contacted FCA US reporting the check engine light came on along with a turtle icon. The owner stated they were waiting over a month for a part to come in. On 6/28/2021 FCA US was notified of an Arbitration demand due to the check engine light and limp mode.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 5/13/2021, at 3,685 miles, the vehicle was brought in for a safety check and trouble code inspection. The HCP/AHCP was flashed. Found code p0a2b drive motor temp sensor. The harness tested good. The diagnostic led to replacing the PIM module. On 9/2/2021 at 4,975 miles, the vehicle was in limp mode with lights on. Codes p0a2b, p0a2d, and p0a2f were found. Silver chunks were found in the transmission fluid. The transmission was replaced.

	On 5/23/2022 at 14,978 miles, the owner stated the vehicle was not going over 25 MPH. Dealer replaced the radiator for the battery/power.
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MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	9/25/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S██████████
MILEAGE	287
OWNER	██ ████████████████████ Valrico, FL ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████ TCM/BCM/ECM/TIPM:: Electrical:Component-Other (See Notes)::Charging system
DESCRIPTION	On 9/25/2021 and 9/28/2021 the owner stated vehicle acceleration ceased to function while driving and received a message "Service Charging System" and "Shift to P to Start." Both times the vehicle restarted. The dealership reset the PIM module. Afterward, on 10/17/2021 the same issue occurred and the owner maneuvered the vehicle to the shoulder.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate the vehicle was received on dealer trade and on 5/17/2021, at 287 miles, the engine would die intermittently and had multiple stored codes. After erasing the codes and test driving, codes u15 1a-87 p0513-00 returned. The dealer performed flash updates per TSBs 0809121 and 1805121. The vehicle shut off again when the driver was trying to deliver the car. The door for the plug was open, once he closed it, the vehicle had power. He then drove it 150 miles with no issue , it had a stored code p0a78-00 On 10/12/21, at 2,210 miles, the check engine light was on. Tested for loss of isolation and was getting between 7.5 to 7.6 mohms with everything connected. Tested the leads and they tested ok. Test

██████████ the vehicle over 30 miles with no active DTCs and returned the vehicle to the owner.

_____ o service the charging system. DTC p0a78. The dealer checked the connections _____M and replaced the OBCM. DTC didn't come back and the _____s returned to the owner.

On 12/3/2021, at 2,571 miles, code P26FD-00 A/C Compressor "A" Internal Control Module Performance were noted. A longer test drive was performed and found P0AA6-00 and P0A78-00 came back. Checked each fuse at the PIM. After disabling the high voltage system the fuse to [REDACTED] nothing wrong was found with the HV cables, but DTC p0a78 came back. Replaced the PIM.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████ ██████████
DATE OF INCIDENT	2/18/2021
DATE OF NOTICE	2/19/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Pinnacle
VIN	2C4RC1N7██████████
MILEAGE	██
OWNER	████████████████████ 1714 Good Hope Dr. Crofton, MD 21114
COURT	N/A
DOCKET #	████████████████████
ALLEGED DEFECT	Total Vehicle:Component-Not Specified:: Transmission / Transaxle:Component-Not Specified::
DESCRIPTION	On 2/19/2021 the owner contacted FCA US stating the car died on the road and managed to coast slightly off to the right. He also reported the vehicle turns itself back on and so the battery will die. The vehicle says there is a charging error.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 2/18/2021, at 243 miles, the owner stated vehicle cut off while making a turn to a parking lot. Vehicle is fully charged, then it switched to gas. Vehicle will not restart. All warning lights came on. Low 12v codes. Focused on code P0A44-00, and replaced the transmission.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	6/7/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Pinnacle
VIN	2C4RC1N██████████
MILEAGE	2,922
OWNER	██ ██████████ n Ridge Dr. Surprise, AZ 85374
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████ Component-Not Specified::
DESCRIPTION	On 6/7/2021 the owner stated that when backing the vehicle stalled and would not start. He waited 10 minutes and it restarted but the same thing happened the next day. The Service Battery System light came on and he had the vehicle towed.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 6/9/2021, at 2,922 miles, the vehicle came in for diagnostic for no crank, no start, and vehicle died. DTCs p0a3f; p0c01; p0c19. The technician followed diagnostic procedures for code p0a3f. Resistance between t372 & t374 is 20.1 ohms. Resistance between t370 & t375 is 12.2 ohms. Resistance between and t373 and t371 is open. No shorts to ground or any other circuit. All circuits good from c1 to trans connector. Sparkles were in the fluid sample. The transmission was replaced.

MATTER #	████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	████████ ████████ ████████ ████████
DATE OF INCIDENT	████████
DATE OF NOTICE	8/8/2019
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Touring L
VIN	2C4RC1L7████████
MILEAGE	5,074
OWNER	████████████████████ ████████████████ Saint Helens, OR ██████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Engine:Component-Not Specified:: Electrical:Battery, Cables, Tray:: Electrical:Check Engine Light:: Engine:Component-Not Specified:Hard Starting: Engine:Component-Not Specified:Lack/Loss of Power:
DESCRIPTION	On 8/8/2019 the owner contacted roadside assistance for a tow due to a start/stall. On 9/4/2019 the owner contacted roadside assistance for a tow due to the vehicle being inoperable, said it was the same issue as a month ago. On 10/11/2019 the owner contacts FCA US seeking a buyback stating the CEL comes on, the turtle light comes on, and the vehicle shuts down and stops driving. Vehicle had to be towed. On 10/19/2012 the owner contacted roadside assistance for a tow due to the vehicle being inoperable. On 12/24/2019 the owner contacted roadside assistance for a tow due to a start/stall issue. On 2/3/2022 the next owner contacted roadside assistance for a tow due to the vehicle being inoperable.

	On 4/20/2022 the owner contacted FCA US about expediting parts for the charging system.
CRASH	
PROPERTY DAMAGE	
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 8/7/2019 at 5,074 miles, a check engine light was on. An inverter module was replaced. On 9/4/2019 at 5,182 miles, the check engine light was on, service charging system message was on, the vehicle moved slow, then the next day wouldn't move. VSR was showing the MSD blown. HCP P0A79-00. PIM was replaced, then active code p0a95. Replaced the MSD. The vehicle then drove for a week, until the owner charged it, then and light came on and left her stranded in an intersection. Code: HCP P16F9-00 HCP Internal - Shutdown Performance- Active, a PIM was ordered. On 10/17/2019 at 5,232 miles, the PIM was replaced. On 11/12/2019 at 5,402 miles, a battery heater was replaced. On 12/23/2019 at 6,189 miles, the owner stated while driving the MIL turned on and vehicle died and would not restart. DTCs P0A75 and P061B. The transmission had metallic sheen and transmission replacement was approved. On 7/14/2020 at 6,190 miles, the CEL was on and Recall W46 was completed. On 12/16/2020 at 6,200 miles, the service charging system message was on. No DTCs were found. The dealer was unable to duplicate the concern and again performed Recall W46. On 2/1/2022 at 22,216 miles, the owner stated they had 70% battery life when the vehicle suddenly switched to gas then gave a turtle signal with a message to service charging system. Then the vehicle shut down. HCP codes P0C0B ANDP16F9 returned right away. STAR approved a new PIM. Then the vehicle ran OK but had code U0623 . A pump could be cause of codes P0C14, P0C11, and P0A3C. The vehicle went for body repair and the van had stalled out coming back from body shop. Had active codes BPCM POA95 and HCP CODE P16F9. Replaced coolant pump.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	4/17/2021
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N██████████
MILEAGE	191
OWNER	██ ██████████ ly Ln Huntersville, NC ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████ Tray:Lack/Loss of Power:
DESCRIPTION	On 4/17/2021 the owner contacted roadside assistance for a tow stating the vehicle shut off while driving.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 4/9/2021, at 191 miles, the vehicle stopped and then wouldn't start. The technician found code P1A9A in the BPCM sensor. He erased the code, test drove the vehicle and the code did not return. On 5/5/2021, at 1,198 miles, the owner stated that the hybrid system powers off at times. The technician found code P1AA2 Hybrid EV Battery Temp Sensor 3 Out of Range. The AC compressor was replaced. Test drove the vehicle for 160 miles and no codes returned. On 7/5/2022 the check engine light and the service hybrid light came on and the vehicle shut down. The vehicle was towed to the dealer but no further information was available.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	6/15/2021
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S██████████
MILEAGE	2,056
OWNER	██ ██████████d. Ste. 212 Gaithersburg, MD ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████ Specified:: Electrical:Check Engine Light:: Electrical:Battery, Cables, Tray:: Engine:Component-Not Specified::
DESCRIPTION	On 6/15/2021 the dealer contacted FCA US stating the owner's vehicle shut down while driving and requested a rental on behalf of the owner.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 6/15/2021, at 2,056 miles, owner states the vehicle just stopped and it doesn't restart. The vehicle shut off while driving. A battery was also dead again due to DTC P07C77 System Not Charging High Voltage. A power inverter module was replaced and the 12V battery was replaced.

MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████ ██████████
DATE OF INCIDENT	██████████
DATE OF NOTICE	8/10/2021
MODEL/MODEL YEAR	2020 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N74██████████
MILEAGE	██
OWNER	██████████(anie) ██████████ West Bend, WI ██████████
COURT	N/A
DOCKET #	████████████████████
ALLEGED DEFECT	Transmission / Transaxle:Component-Not Specified:: Engine:Component-Not Specified::
DESCRIPTION	On 8/10/2021 the owner contacted FCA US stating the dealer believed the vehicle has a PIM issue. On 8/23/2021 the owner contacted FCA US because her check engine light came back on and she had issues with turning the vehicle on and off. On 10/11/2021 the owner contacted FCA US reporting having been in and out of the dealer for a while with transmission issues, now the transmission has been replaced but the same issues persist.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 7/13/2021, at 8,054 miles, the owner complained of jolting. Code P0A43-00 came up. The dealer could not duplicate issue. On 7/15/2021, at 8,329 miles, the check engine light comes on and code P0A43 comes on and was stored. The vehicle had been at the dealer before for the same issue but the code was never there before. Checked circuits between PIM and transmission, and the diagnostic

	██████ replacing the PIM. The PIM was replaced. On 8/27/2021 the MIL comes on, the vehicle feels like it is jolting. ██ p0a43-00. Transmission fluid had a metallic appearance and found some pieces ██████st drive did not result in resetting the code so vehicle ██████p the owner to drive. On 9/10/2021 the owner returned with the MIL on and stored DTC p0a43-00. The transmission was replaced.
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MATTER #	████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	████████
DATE OF INCIDENT	████████
DATE OF NOTICE	5/13/2022
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S████████
MILEAGE	2,000
OWNER	██ ████████ Ln. Corona, CA 92880
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████ Specified:: Total Vehicle:Component-Not Specified:: Total Vehicle:Component-Not Specified:Stalling:
DESCRIPTION	On 5/13/2022 at 2,000 miles (per CAIR), the owner contacted FCA US stating that he had taken his vehicle to the dealer 6 times for issues with it shutting off.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 4/28/2022 at 10,547 miles, the lane assist and active cruise control inoperative error was on and the technician found and repaired a harness problem. On 8/5/2022, at 10,625 miles, a STAR case was opened for the vehicle being inoperative. The owner stated the vehicle will stall and loose power while driving at random city and/or highway speed vehicle, the vehicle will stall and drop to off mode. The engine light will come on, service hybrid system will come on, and a service charging system message will come on. The owner stated after a sleep cycle and key cycles the van will go back into ready mode and owner can start driving. On arrival the engine light was on, there was a stored code P0A43-00 Drive Motor "A" Position Sensor Circuit Intermittent.

	2022 the owner reported that the vehicle lost power and the vehicle then shut off. A PIM was replaced.
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MATTER #	████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	████████
DATE OF INCIDENT	████████
DATE OF NOTICE	1/10/2022
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1S71MR ██████████
MILEAGE	12,210
OWNER	██████████ ██████████ Concord, ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Doors:Tailgate/Liftgate/Hatchback:: Engine:Component-Other (See Notes):: Total Vehicle:Component-Not Specified::
DESCRIPTION	On 4/7/2021 the owner contacted FCA US stating he picked up his new car yesterday and the car died 2 miles away from the dealership with a "Service Charging System" error. On 1/10/2022 the owner stated the vehicle broke down while driving and he had enough momentum to get to the shoulder. The dealership said the battery died because the USB cord was left plugged into the console at night, even though it's not charging any devices. Dealer said the vehicle was fixed but within 2 days it broke down again.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 4/7/2021, at 21 miles, the vehicle died while leaving the dealership at initial purchase and had to be towed to the dealer. The check engine light is on. DTCs p0a3f, p06b1, p0513 and u151a were found. The owner declined further looking into the issue and had the dealer buy the vehicle back. 5/11/2021 update: the check engine light was on. The vehicle sat for

██████████ of weeks since pulling the scan report. Currently the check engine light is not on. Vehicle does power up and start. The technician inspected a few grounds and multiple pins at the PDC. He found a ██████████ installed all removed components and road tested. No issues were found.

022, at 12,210 miles, the owner complained the vehicle dies while driving. Found code P0A3F. The technician updated computers and replaced a connector in PDC for spread terminals. There were small specks of debris in the transmission fluid and a transmission was ordered.

MATTER #	██████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	██████████ ██████████
DATE OF INCIDENT	3/24/2022
DATE OF NOTICE	4/24/2022
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Touring L
VIN	2C4RC1L78MR564715
MILEAGE	██
OWNER	██████████████████ 2325 Via Bella Blvd. Land O Lakes, FL 34639
COURT	N/A
DOCKET #	████████████████████
ALLEGED DEFECT	Engine:Component-Not Specified:: Driveability:Component-Not Specified::
DESCRIPTION	On 4/24/2022 the owner contacted FCA US stating a month ago the battery ran out and a grinding sound kicked off. Shortly thereafter, there was a malfunction light on the dash (transmission). After a week the issue happened again briefly, but then stopped. On 4/24/2022 after driving the car, and after the battery depleted, the grinding sound happened again and another transmission light came on. On 6/16/2022 the owner contacted FCA US reporting issues starting the car. The Battery was drained to 7%. On 6/20/2022 the owner had the vehicle towed to a dealership. The dealership found nothing wrong and on 6/21/2022 the owner reported that the vehicle wouldn't respond to the throttle the week before. On 7/18/2022 the owner contacted FCA US reporting a cylinder misfire and a check engine light. On 8/16/2022 FCA US received a notice that the owner requested arbitration and listed "stalling in traffic" and "no response from accelerator" as concerns.
CRASH	No
PROPERTY DAMAGE	No

INJURIES	██████████
FATALITIES	0
ANALYSIS	██████████ records indicate on ██████████ t 8,174 miles, owner reported a check engine light and the ██████████ uggling to accelerate when battery is getting low. The ██████████ fied the concern, recharged the battery, cleared codes, and verified the repair. On 5/16/2022 owner stated when the battery gets low before it switches to engine there is noise, like its revving at higher RPM. Faults codes P219A, P0300, and P1a21 were found. The HCP/AHCP, ACC, and MSM/MSMP, were updated. A fuel sample found debris. Fuel was ██████████ replaced. On 6/17/2022, at 9,506 miles, the car was not responding to the accelerator and was losing steering when making a turn when the ██████████ nd. ██████████ 9,5959 miles, the check engine light was on and the vehicle had a rough idle. The dealer found stored and pending codes for P0300 cylinder misfire and P219A bank 1 air fuel ratio. STAR recommended cleaning phasers. On 7/7/2022 at 9,644 miles, the check engine light was on and a ██████████ yvn test was performed. Compression was at 125 psi on all cylinders and a fuel sample tested ok. A STAR case was opened and injector 5, cylinder 3 coil, the PCM, the fuel injector harness, spark plugs, the right intake camshaft, cylinder 5 rocker, and a lifter were replaced.

MATTER #	████████
FILE TYPE	Non-Binding Arbitration
FILE NAME	██
CAIR #	████████
DATE OF INCIDENT	████████
DATE OF NOTICE	6/3/3019
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Limited
VIN	2C4RC1N████████
MILEAGE	10,945
OWNER	██ ████████████████████ Santa Fe, NM ██████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████ ecified:Stalling:
DESCRIPTION	On 6/3/3019 the owner contacted FCA US reporting the vehicle has been losing all power at highway speed, gives a power message, and coasts to the side. The vehicle totally locks up and won't restart. The owner reported waiting two days and the vehicle restarts.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 5/20/2019, at 10,945 miles, the owner stated that the vehicle stopped running on the highway. The vehicle restarted but turned off again. A technician found code P0A46 Drive Motor Position. A STAR case was opened and when transmission fluid was tested and came out black. STAR authorized a transmission and PIM replacement.

MATTER #	████████
FILE TYPE	Lawsuit
FILE NAME	██
CAIR #	████████
DATE OF INCIDENT	████████9
DATE OF NOTICE	4/1/2021
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Touring Plus
VIN	2C4RC1H████████
MILEAGE	7,862
OWNER	████████████████ ██████████████ ████████████████
COURT	Superior Court Los Angeles, CA
DOCKET #	████████
ALLEGED DEFECT	Engine:Component-Not Specified:: Transmission / Transaxle:Component-Not Specified:: Brakes:Brake-Parking/Emergency Brake Assembly:: Brakes-ABS:Component-Not Specified:: Electrical:Check Engine Light::
DESCRIPTION	On 4/1/2021 FCA US was served with the owner's warranty Complaint which alleged problems with the transmission, the vehicle shuddering and turning off while driving, clunking noises from the engine and/or transmission while driving, the vehicle rolling backwards while on a slightly sloped driveway or hill, and other concerns.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US did not inspect the subject vehicle. Dealer records indicate on 11/19/2019, at 7,862 miles, the owner stated engine stuttered and shut off while driving uphill going 5 MPH, the check engine light was on. DTC C220000 was found. The technician could not duplicate the concern, but though it may be due to the issue with ABS. There was an ABS internal fault, and the ABS module was replaced. On 1/14/2020, at 13,960 miles, owner stated the vehicle seems to stutter when going about 5 MPH uphill, and it was noted the vehicle stalled on a previous appointment. The check engine light intermittently comes on, but there were no codes. The dealer could

	████████ cate stalling. On 6/23/2020, at 27,589 miles, Recall W46 was performed and found ██████████ message came on along with check engine light and the vehicle would not start. The 12 ██████████ y was replaced. ████████022, at 57,848 miles, the Service Shifter message and check engine light were on and the vehicle would not start. The BPCM was flashed.
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MATTER #	██████████
FILE TYPE	Claim
FILE NAME	██
CAIR #	██████████
DATE OF INCIDENT	██████████ 1
DATE OF NOTICE	12/17/2021
MODEL/MODEL YEAR	2019 Chrysler Pacifica Hybrid Touring L
VIN	2C4RC1L ██████████
MILEAGE	21,231
OWNER	██ ██████████ d Pl. Bothell, WA ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	████████████████████ Specified:: Engine:Engine:Stalling: Fuel System:Filler Tube::
DESCRIPTION	On 11/15/2021 the owner sought service because the service charging system message was on and the vehicle would not start. On 12/17/2021 the dealer contacted FCA US reporting the owner was driving on the freeway and the vehicle shut off. While trying to get over, they were rear ended, all electrical was on but the vehicle would not move. When the tow arrived the vehicle started and moved.
CRASH	Yes
PROPERTY DAMAGE	Yes
INJURIES	0
FATALITIES	0
ANALYSIS	On 11/15/2021 at 21,231 miles the owner stated the service charging system message was on and the vehicle would not start. A technician found codes P0A3F, P0C19, and P1B03 all stored. The technician flashed the BPCM. FCA US's vehicle inspection ^[1] revealed the accident occurred on 12/13/2021. The owner was driving approximately 60 mph, the vehicle suddenly chugged and the 'Service Charging System' message

^[1] The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

██████████ on the dash. The vehicle seemed to lose all power and he quickly endeavored to move to the right shoulder. As he did, a vehicle in the right lane struck him from behind. There was minor damage to the ██████████ truck, he tried to start the vehicle and was able to do so, driving it to the local dealer. ██████████r noted DTC P0A3F-00.

PE22-008 Q2 KEYWORD SEARCH CRITERIA

Alleged Defect 1

Column 1	And	Column 2	But not	Column 3
LAG		DRIVE		No column 3 words used
STALL		DRIVING		
HESITATE		DROVE		
STOP		DRIVEN		
DELAY		RUNNING		
HALT				
CUT OFF				
CUT OUT				
SHUT OFF				
SHUT DOWN				

Alleged Defect 2

Column 1	And	Column 2	But not	Column 3
POA43		No column 2 words used		No column 3 words used
POA3F				
POC1A				
POA45				