



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

# ODI RESUME

OFFICE OF DEFECTS INVESTIGATION



**Investigation:** RQ24004  
**Prompted By:** Recall 23V010  
**Date Opened:** 02/27/2024  
**Investigator:** Taylor Collins                      **Reviewer:** Bruce York-B  
**Approver:** Tanya Topka  
**Subject:** Loss of motive power due to an internal wiring connector short.

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Chrysler (FCA US, LLC)  
**Products:** 2017-2023 Pacifica Hybrid  
**Population:** 67,177

**Problem Description:** Vehicle may go into limp mode or have a complete loss of motive power. Recall may not adequately remedy the stated defect in the recall filing.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
<b>All Incidents:</b>	132	0	1	0	133	CONF
<b>Crashes/Fires:</b>	2	0	0	0	0	0
<b>Injury Incidents:</b>	0	0	1	0	0	0
<b>Number of Injuries:</b>	0	0	1	0	0	0
<b>Fatality Incidents:</b>	0	0	0	0	0	0
<b>Number of Fatalities:</b>	0	0	0	0	0	0

## ACTION/SUMMARY INFORMATION

**Action:** Open this RQ

**Summary:**

On July 22, 2022, the Office of Defects Investigation (ODI) opened investigation PE22-008 regarding complaints alleging a loss of motive power condition potentially due to a transmission malfunction in Model Years 2019-2021 Chrysler Pacifica Plug-In Hybrid Electric Vehicles (PHEV). On January 17, 2023, Fiat Chrysler Automobiles (FCA) issued safety recall (NHTSA Recall 23V-010) involving 2017-2023 Model Years (MY) Pacifica Plug-In Hybrid Electric Vehicles (PHEV) produced between August 12, 2016, through January 9, 2023. The recall states that the loss of motive power condition in these vehicles is caused by an internal transmission wiring connector that may short circuit, resulting in an unexpected engine shutdown. An unexpected engine shutdown can cause a loss of drive power, increasing the risk of a crash. In discussions with FCA on Recall 23V-010, ODI confirmed the recall was related to investigation PE22-008. The remedy for

23V-010 is to update the Power Inverter module (PIM) and/or Instrument Panel Cluster (IPC) software to provide drivers a message stating “Stop Safely - Vehicle Will Shut Off Soon” followed by a chime and MIL, PRNDL blinking (on cluster and shifter knob), low SOC (State of Charge) warning and reduced power mode. The recall remedy does not replace the defective hardware that was described in Recall 23V-010, and the wiring connector short still exists on these vehicles.

To date, ODI has received 132 reports for the population of vehicles subject to recall 23V-010. These reports allege a loss of motive power condition that reduces the vehicles speed, followed by dashboard warning lamps displaying messages associated with recall 23V-010. The presence of these warning lamps and messages indicates the vehicle likely had the recall remedy applied.

Follow up discussions with FCA confirm their remedy does not prevent a loss of motive power, but instead limits torque to the engine and after an unspecified number of miles or period of time, the engine will shut down. When this occurs, FCA relies on the owner to transport the vehicle to a dealership after they experience a loss of motive power condition, at which time the defective hardware is replaced. Furthermore, the dashboard messages introduced in the recall remedy may cause the driver to pull over in an unsafe location. Pulling over in an unsafe location may expose the occupants to undue harm.

The Office of Defects Investigation is opening this Recall Query (RQ) to assess the adequacy, frequency, and safety consequence of the remedy for recall 23V-010. To review the ODI reports cited in the opening resume ODI report identification number document, go to [NHTSA.gov](https://www.nhtsa.gov).