

MATTER #	[REDACTED]
FILE TYPE	[REDACTED]
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	8/25/2021
MODEL/MODEL YEAR	2017 Chrysler Pacifica E-Hybrid Premium
VIN	[REDACTED]
MILEAGE	[REDACTED]
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	Owner stated that his wife had driven the vehicle for approximately a mile or so and came home and parked the vehicle. Approximately an hour later they heard a noise outside of their home and looked out and did not see anything, but that they looked out again later and the vehicle had smoke coming from underneath. They called the fire department who came out and put out the fire. The vehicle continued to smoke for some time before going out.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US' inspection of the vehicle ¹ revealed that the origin of the fire appeared to be in the area of the hybrid battery assembly and the cause appeared to be electrical. Recall Z11/NHTSA Recall 22V-077 was issued after this incident. After review of the inspection report and photos, FCA US LLC requested that the vehicle to be bought back and shipped to FCA US LLC. The battery pack was returned to LG for analysis but no defect was identified due to the extent of fire damage.

¹ This 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.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	8/16/2023
MODEL/MODEL YEAR	2017 Chrysler Pacifica E-Hybrid Premium
VIN	[REDACTED]
MILEAGE	~60,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	The owner stated that he had left the car charging overnight. A neighbor saw smoke and called the fire department, reporting that it sounded like the car was running and that there was black smoke.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US' inspection of the vehicle ² revealed that there were some signs of melted plastic on undercarriage covers for the battery and that there were some signs of a thermal event in the passenger compartment under the carpet in the second row. Recall Z11/NHTSA Recall 22V-077 was open at the time of this incident. FCA US LLC requested that the vehicle to be bought back but the owner's insurance company had previously scrapped the vehicle.

² This 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.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	10/2/2023
MODEL/MODEL YEAR	2017 Chrysler Pacifica E-Hybrid Platinum
VIN	[REDACTED]
MILEAGE	~55,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	The owner alleged that the vehicle was charging and spontaneously caught fire at around 8:20 PM on October 1, 2023. The light was still showing the battery was charged. Fire department came but the vehicle was already totaled. The battery pack kept smoldering and burning over and over so it had to be cut open and the owner had to water it almost all night.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US has not yet inspected the vehicle. Recall Z11/NHTSA Recall 22V-077 was closed at the time of this incident, however the battery inspection was not fully completed during the repair. FCA US reached out to the customer to schedule an inspection but was informed that the customer had retained an attorney. No attorney contact information was provided. Since that time FCA US has been unable to contact the customer or identify the attorney. If the customer's attorney reaches out, FCA US will attempt to schedule an inspection.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	9/21/2021
MODEL/MODEL YEAR	2018 Chrysler Pacifica Hybrid Limited
VIN	[REDACTED]
MILEAGE	~64,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	The customer alleges that the vehicle was parked in the garage charging. At approximately 9:30 p.m. the customer heard an explosion-like noise from the garage. He entered the garage and saw a red glow under the vehicle (on the left center area) and saw the glow become brighter. He then gathered his wife and child, exited their residence, and called the fire department.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US' inspection of the vehicle ³ was performed at the customer's residence, the vehicle was parked in the garage. This was a joint inspection, with inspectors representing the electrical contractor who installed the Tesla charging system, FEC Co., Electron, Miller Auto Group, Nationwide Ins. Co., America Strategic Ins. Co. and Progressive Ins. Co. The vehicle could not be lifted. The vehicle was removed and transported to a lab for a destructive inspection. Recall Z11/NHTSA Recall 22V-077 was open at the time of this incident. After the inspections, FCA US concluded that the source of the fire was likely the high voltage battery pack as there was no alternate possible cause. FCA US bought the battery pack back and sent it to LG for analysis, but no defect was identified due to the extent of fire damage.

³ This 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.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	8/19/2023
MODEL/MODEL YEAR	2017 Chrysler Pacifica E-Hybrid Platinum
VIN	[REDACTED]
MILEAGE	84,083
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	The owner alleged that at 11:30am, she heard a pop in the garage. She opened the door from the house to the garage, the garage door was closed but she saw thick white smoke coming out from underneath the van and heard a hissing noise. The van was not plugged in and the engine was off and had not been driven since the evening before. She immediately opened the garage door so that the smoke would air out and left the house to move the cars in the driveway while calling 911. By then, the van was dispensing black smoke. Her husband got home and moved the van out of the garage. The firemen used a hose to water the middle of the underside of the van to make sure the battery is not hot.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US' inspection of the vehicle ⁴ revealed that it appears issue started above battery pack but was not visible without dropping battery. FCA US is attempting to repurchase the vehicle but is experiencing resistance from the insurance company. Efforts to buy back continue.

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MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	10/19/2022
MODEL/MODEL YEAR	2017 Chrysler Pacifica E-Hybrid Platinum
VIN	[REDACTED]
MILEAGE	Unknown
OWNER	[REDACTED]
COURT	[REDACTED]
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	The owner states the vehicle was parked outside with charger attached for approximately 4 hours. At approximately 9pm she went to her washer/dryer room and smelled something burning. The pursuit of this odor took her outside and notice the vehicle was on fire. She called the fire department to her residence. Owner states she just received recall notice Z11, but did not schedule correction.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US' inspection of the vehicle ⁵ was limited because the vehicle was in the possession of the Sherborn, MA Fire Department being used for training purposes. The inspector was unable to gain full vehicle access. The origin appears to be in the interior at the center rear seating floor area in the high voltage battery pack. FCA US is not pursuing vehicle buyback as the fire department's handling of the vehicle has likely altered the vehicle's condition.

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MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	10/4/2019
MODEL/MODEL YEAR	2018 Chrysler Pacifica Hybrid Limited
VIN	[REDACTED]
MILEAGE	29,432
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	The owner alleged: "On September 20, 2019 my family awoke to the sound of an explosion. It was our garage door being blown out to the street due to the immense fire that had started and built up in our garage. This fire has been confirmed to start from where the van was parked. This fire spread and caused a total loss of everything we own including both vehicles, possessions, and our home. We followed all protocols for charging and maintaining the vehicle and yet it caught fire and follows an extremely similar pattern to 2 other cases online with the same vehicle [...]."
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US' inspected the vehicle ⁶ on multiple occasions. The high voltage battery was disassembled and sent for CT scans by third-party experts, however the results were not provided to FCA US. The origin is center/underbody of vehicle and potentially the garage wall-mounted charger and associated wiring. Multiple potential ignition sources could not be ruled out.

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MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	11/30/2021
MODEL/MODEL YEAR	2017 Chrysler Pacifica E-Hybrid Platinum
VIN	[REDACTED]
MILEAGE	~46,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	The only communication was with Cara Blankenburg Senior Subrogation Claim Representative, West Bend Mutual Insurance Company. The Claim Representative stated via email, in relevant part (the full text of the email is contained in the associated CAIR): "[...] The date of loss was [REDACTED] at approximately 7:45 am. [REDACTED] noticed a smoke smell in the house and went to investigate the issue when she saw smoke coming from the vehicle in the garage area. The vehicle had been plugged in overnight to reach a full charge. They exited the property and called 911. Per our fire investigator: Fire pattern analysis indicates the origin of this fire is located in the interior area of the vehicle. Significant soot damage was observed throughout the vehicle. The engine compartment was in very good condition, with no fire damage observed. The battery located in the rear of the vehicle was in very good condition, with no fire damage. The point of origin is where localized thermal damage was observed under the floor plate in the middle of the vehicle. MCA observed electrical conductors routed through this space, however, further destructive analysis would be necessary to identify any and all potential heat sources at the point of origin. It is unknown if the listed recall for the Chrysler Pacifica is related to this fire cause at this time.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US' inspection of the vehicle ⁷ was a joint inspection with Bruce Otto from Neenah Engineering Inc. OPEN Recall W46 Power train 12 volt isolator post connection. The negative cable was removed from

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	the 12 volt battery located in the left rear interior panel. The 12 volt underbody connector was not removed, the 12 volt power down was not performed. Bruce Otto removed the rear hatch power release motor in attempt to open the hatch, he eventually opened the rear hatch by manually releasing the tailgate latch. The entire interior of the vehicle was dirty with soot. The headliner is damaged. The underside of the vehicle has melted damage most obvious approx. 3 feet from the right sliding door at the center of the vehicle at approx. the rear of the front seats. The left rear fuel line is melted just in front of left of the front wheel. The positive battery cable from the battery in the left rear to the 12 volt terminal is intact at the upper and lower of the interior/exterior of the vehicle located at the left rear (behind driver) lower floorboard. This cable is intact to the front fuse block area and to the high voltage service disconnect area at the 12 volt terminal. The major damage is located at the high voltage disconnect area at the second row seat floorboard. There is an inline fuse that was separated. In the receptacle area, there is an connector/wire that in the lower area that did not have any obvious residue. All of the wiring harness and connectors in this area are damaged. The front fuses were inspected. The following fuses were blown: F81 APM 5a, F69 BPCM 5a, F25 IGN Coil/Fuel Injection 15 a, F15 Hands Free 10a, F14 Media Hub 10a. The battery coolant reservoir at the right front hood hinge was empty. After the vehicle inspection, FCA US was informed that the customer had retained an attorney. No attorney contact information was provided. Since that time FCA US has been unable to contact the customer or identify the attorney. If the customer's attorney reaches out, FCA US will attempt to schedule an inspection.
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MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	6/15/2019
MODEL/MODEL YEAR	2018 Chrysler Pacifica Hybrid Limited
VIN	[REDACTED]
MILEAGE	~10,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	The owner alleged that the vehicle exploded in driveway at 7AM. He states that the vehicle has mostly been driven on electric mode only in its short life, that they used the vehicle yesterday to go out and battery was very low when they came back in the early afternoon hours so they plugged it in at that time and left it alone since then. Customer states that neighbor has video footage which shows that vehicle was having smoke/smoldering come out prior to explosion, explosion was very loud and they thought an object like a tree fell on the house, neighbors have property damage in windows which exploded, the customer also sustained damage to his trees/bushes around the driveway area as well as driveway itself. Flames were 15 feet high during the fire and customer states you can see where the gas poured out under the vehicle during the fire.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US' inspected the vehicle ⁸ on multiple occasions and determined that the fire originated in the high voltage battery pack. The battery was inspected with third-party experts. No buyback attempted and the vehicle has been scrapped.

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MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED]an)
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	10/21/2019
MODEL/MODEL YEAR	2018 Chrysler Pacifica Hybrid Limited
VIN	[REDACTED]
MILEAGE	16,376
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	The vehicle was the dealership for service unrelated to the HV system. The technician plugged the vehicle in and charged the vehicle up to 60% on Level 1 charger the night before the fire. Technician stated he unplugged the charger before leaving for the day. The fire was discovered the next day.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US' inspection of the vehicle ⁹ determined the fire originated from the high voltage battery. Vehicle was bought back and the battery pack was returned to LG for analysis but no defect was identified due to the extent of fire damage.

⁹ This 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.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED] a/s/o State Farm
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	11/21/2023
MODEL/MODEL YEAR	2018 Chrysler Pacifica Hybrid Limited
VIN	[REDACTED]
MILEAGE	~75,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	The owner alleged that on the morning of [REDACTED], the vehicle was plugged into a level 2 Mopar brand charger (bought from the dealer and an electrician installed 240V circuit). Approximately 3.5 hours later, the owner smelled a burning plastic smell in the house. The kids went into the garage as they were getting ready to leave and go to the zoo and discovered the van was the source of the smell. There was a pink liquid and black soot on the floor under the passenger side sliding door of the van. The owner did not report seeing any smoke. He unplugged the vehicle and noticed a "Service Charging System" light on the dash. He stated there were no lights or DTCs on the dash prior the event. He took the kids back inside the house and returned to the vehicle and noticed black smoke emitting from the vehicle. The vehicle continued smoking after the FD was called. He stated the van would not move and the hatch was open. He then reported an explosion and stated a "fireball" came out of the hatch. He then reported hearing another explosion (a neighbor reported 2 more explosions).
INJURIES	4 (Smoke inhalation, headaches, and sore throats for occupants of the house attached to the garage where the incident occurred.)
FATALITIES	0
ANALYSIS	FCA US' inspection of the vehicle ¹⁰ determined the fire originated from the high voltage battery. Buyback request pending.

¹⁰ This 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.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED] a/s/o Allstate
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	4/15/2024
MODEL/MODEL YEAR	2018 Chrysler Pacifica Hybrid Touring Plus
VIN	[REDACTED]
MILEAGE	~90,000
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Electrical:Fire
DESCRIPTION	The owner alleged that the hybrid lithium battery exploded in his garage and caught fire. Owner's concern with potential hazards of lithium battery residue in the home. Customer is seeking data on battery materials and contents along with any potential health hazards from inhaling smoke.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US' inspection of the vehicle ¹¹ determined the fire originated from the high voltage battery. FCA US plans to begin buyback process.

¹¹ This 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.

MATTER #	[REDACTED]
FILE TYPE	Pre-Litigation
FILE NAME	[REDACTED])
CAIR #	[REDACTED]
DATE OF INCIDENT	[REDACTED]
DATE OF NOTICE	9/1/2023
MODEL/MODEL YEAR	2021 Chrysler Pacifica Hybrid Limited
VIN	[REDACTED]
MILEAGE	[REDACTED]
OWNER	[REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Battery:Fire
DESCRIPTION	The owner of the vehicle alleged the following: The vehicle was parked in his attached garage. It was last driven on 8/29/2023 at approximately 4:00 pm. At 9:00 am on 8/30/2023, the owner was in his garage and did not notice anything unusual. Around 10:30 am on 8/30/2023, the owner noticed a burning smell in his house and discovered smoke coming from the underside of the vehicle. He called 911 and the fire department arrived. They pulled the vehicle out of the garage and attempted to extinguish the fire with both water and foam, however the vehicle continued to produce smoke until the morning of 8/31/2023 unless it was actively being doused with water.
INJURIES	0
FATALITIES	0
ANALYSIS	FCA US' inspection of the vehicle ¹² revealed that the origin of the fire appears to be in the center of the vehicle, below the floor pan, within the HV battery housing. The vehicle was not powered, and no data could be downloaded during the inspection. The cause of the fire is not yet determined. FCA US is repurchasing the vehicle for further investigation with the HV battery supplier.

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