

SAFETY RECALL

NORTH AMERICA
12V Isolator Post



Reference: B0A / NHTSA 23V-753

FCA US LLC



Remedy available for
2023 (RU) Chrysler Pacifica

Template Version 1.0

Revision	Edition	Detail
0	November 2023	Initial Version.

SYMPTOM DESCRIPTION

The 12 Volt (12V) Isolator post on about 33 of the above vehicles may have been built off location. An off location 12V isolator post may result in a short to ground in the 12V battery positive (B+) circuit, which could lead to a vehicle fire with the ignition on or off. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

Customers are advised to not park these vehicles inside of buildings or structures, or near other vehicles until the vehicle has the final repair completed.

SCOPE

This recall applies only to the above vehicles equipped with a 3.6L V6 hybrid engine (sales code EH3).

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

REPAIR TO BE PERFORMED

Replace the 12V Isolator. Modify the new isolator part to fit the anti-rotation stud.

COMPLETION REPORTING / REIMBURSEMENT

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect, Modify, and Replace 12 Volt Isolator Post	08-B0-A1-82	1.4

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

PARTS INFORMATION

Part No.	Qty.	Part Name
68531429AA	1	Battery Positive Isolator

PARTS RETURN

No parts return required for this campaign.

Render the recalled part unusable and discard.

SPECIAL TOOLS

Number	Description	Picture
NPN	wiTECH MicroPod II / MDP	
NPN	Laptop Computer	
NPN	wiTECH Software	
NPN	Multimeter	
10084 / 2035110082	Cover, Terminal Protective	
2035101082	Cover, HEV Battery Terminal	

DEALER NOTIFICATION

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

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OWNER NOTIFICATION / SERVICE SCHEDULING

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

VEHICLE LISTS, GLOBAL RECALL SYSTEM, VIP AND DEALER FOLLOW UP

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the "**Service**" tab and then click on "**Global Recall System**." Your dealer's VIN

list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

ADDITIONAL INFORMATION

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC.

SERVICE PROCEDURE

This procedure must be performed by a PHEV trained technician.

WARNING: When performing any repairs that involve contact with high voltage components or systems, the technician performing repairs on the vehicle must verify that the system remains powered down during high voltage repairs. Strictly adhere to the following procedures:

- To ensure that the vehicle is properly powered down, remove the service disconnect.
- The technician must always know the location of the service disconnect throughout the repair.
- The technician must ensure that no one reconnects the service disconnect while service is being performed.
- Any time the vehicle is unattended, prior to continuing with repair work, the technician must recheck that the service disconnect has not been reinstalled.

NOTE: Because the high-voltage battery is used to charge the 12-volt battery via the Auxiliary Power Module (APM), disconnecting the 12-volt battery negative cable will not power down the 12-volt system. The following 12-Volt Power Down procedure **MUST** be performed before any repairs, disassembly, or testing down are carried out.

NOTE: Even though the high-voltage battery manual service disconnect is removed during the 12-Volt Power Down procedure, the 12-Volt Power Down procedure will **NOT** safely and reliably power down the high-voltage system. If any high-voltage components are to be accessed, disconnected or tested, the High-Voltage Power Down procedure must first be carried out.

NOTE: The following B0A service procedure requires power down of the 12-volt system only. However, if any high-voltage components not related to the following B0A service procedure are to be accessed, disconnected or tested, the High-Voltage Power Down procedure must first be carried out.

A. 12-Volt Power Down

1. Position the vehicle on a suitable hoist which will allow access to the belly pan for removal later in this procedure.
2. Position the driver seat fully forward for improved access to the 12-volt isolator post connection (Figure 1).



Figure 1 - Position Driver Seat Forward

3. Open the left side sliding door for access to the high-voltage manual service disconnect.
4. Open the rear liftgate for access to the 12-volt battery.

NOTE: Position driver seat forward and open vehicle doors prior to powering down the electrical system.

5. Stow the left third row seat down into the floor as shown (Figure 2).

NOTE: Vehicles equipped with power third row Stow 'n Go seats must have left third row seat stowed in the floor as described in Step 5 (Figure 2). Depending on repair direction later in this procedure, it may be necessary to access the left rear quarter trim panel while the electrical system is powered down.



Figure 2 - Stow Left Third Row Seat

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6. Turn the ignition to the **OFF** position and **WAIT FIVE MINUTES** to allow the high-voltage system to shut down without setting a fault code.
7. Remove the 12-volt battery access cover from the left rear quarter trim panel (Figure 3).



Figure 3 – Battery Access Cover

8. Disconnect the wire harness connector from the Intelligent Battery Sensor (IBS) (Figure 4).
9. Remove the nut securing the battery negative cable terminal to the IBS (Figure 4).
10. Disconnect and isolate the battery negative cable terminal from the IBS (Figure 4).

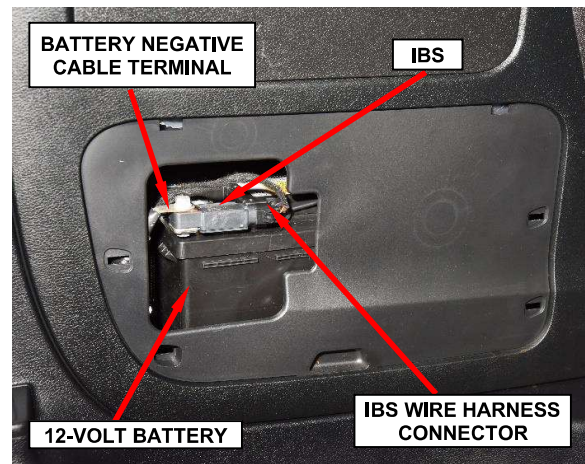


Figure 4 – Battery Negative Cable

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11. Open the hood for 12-volt Power Distribution Center (PDC) access (Figure 5).
12. Remove the 12-volt Power PDC cover (Figure 5).

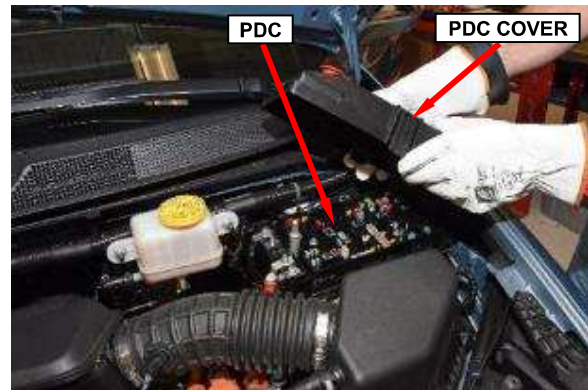


Figure 5 – Power Distribution Center

13. Remove the nut securing the positive battery cable, then disconnect the positive battery cable from the 12 volt PDC (Figure 6).

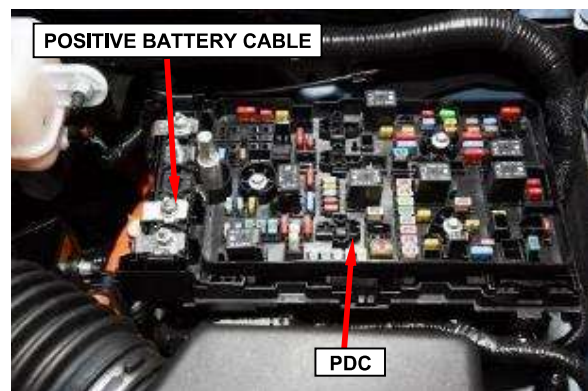


Figure 6 – Positive Battery Cable

14. Isolate the positive battery cable terminal with protective cover 10084 (2035110082 equivalent) (Figure 7).

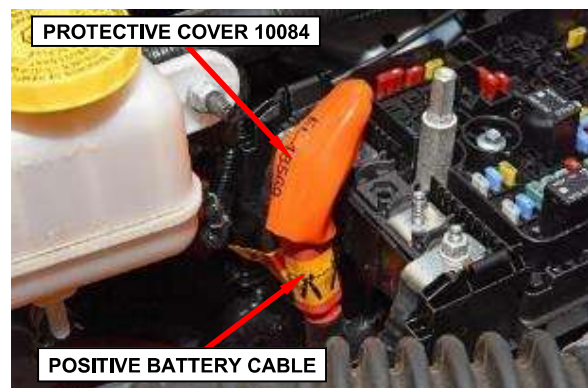


Figure 7 – Cover Cable Terminal

15. Lift the carpet away from the high-voltage manual service disconnect access cover (Figure 8).



Figure 8 – Vehicle Carpet

16. Remove the four screws securing the high-voltage manual service disconnect access cover to the floor then remove the cover (Figure 9).

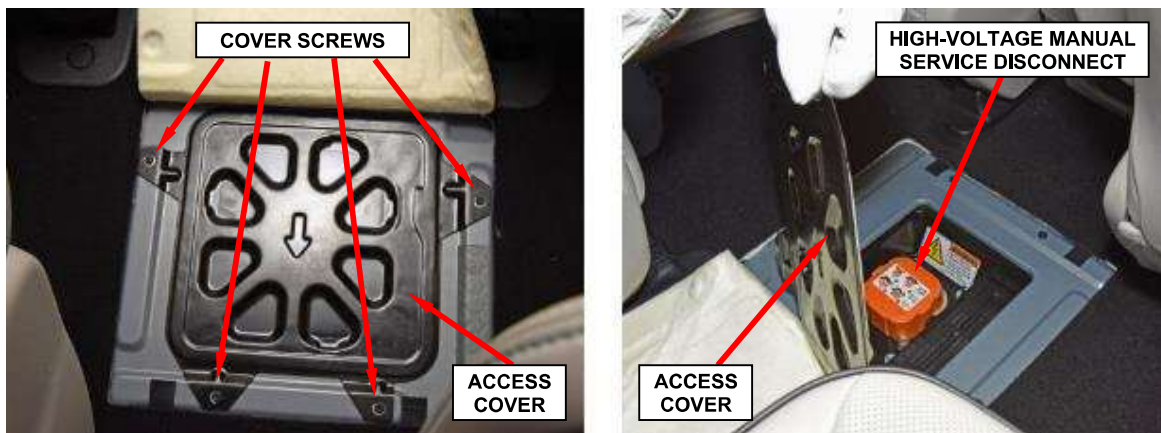


Figure 9 – High-Voltage Manual Service Disconnect Access Cover

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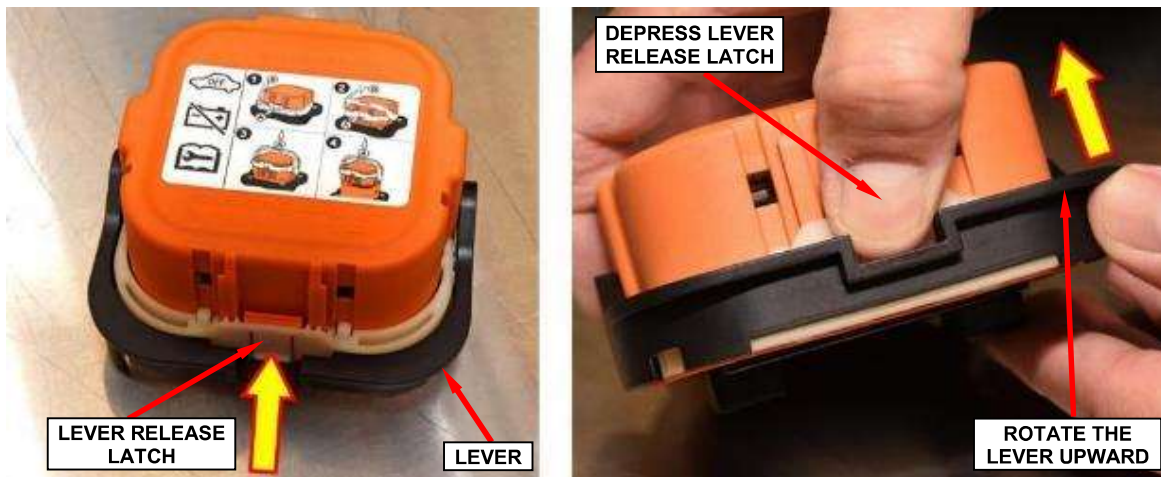


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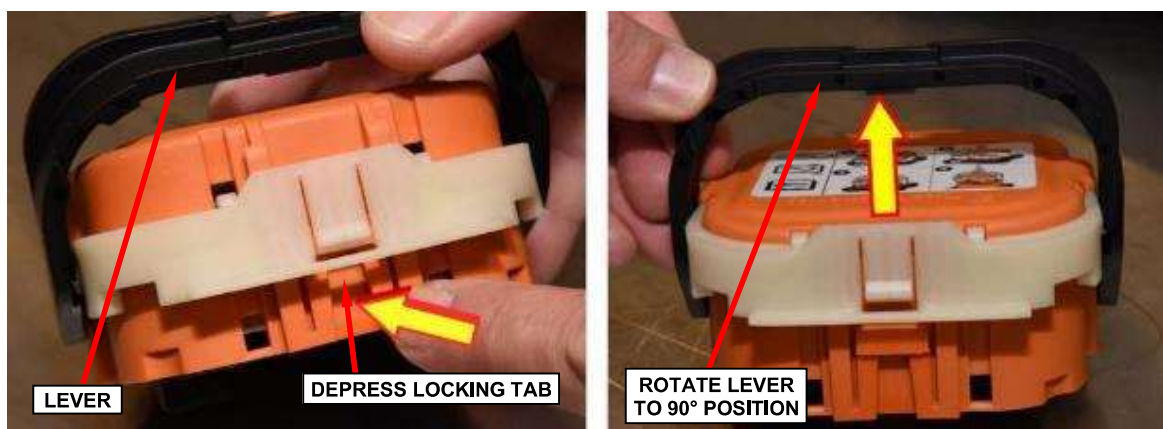
17. Depress the lever release latch firmly. With the latch fully depressed, rotate the lever upward. The lever will stop at the 45° position (Figure 10).

NOTE: At this stage, the High Voltage Inter-Lock (HVIL) connection has been broken and the circuit is de-energized.



**Figure 10 – High-Voltage Manual Service Disconnect First Stage Latch Release
(High-Voltage Manual Service Disconnect Removed from Vehicle for Visual Clarity)**

18. Depress the locking tab and continue to rotate the lever to the end of travel, 90° position (Figure 11).



**Figure 11 – High-Voltage Manual Service Disconnect Second Stage Latch Release
(High-Voltage Manual Service Disconnect Removed from Vehicle for Visual Clarity)**

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19. Pull straight up on the service disconnect lever to disengage and remove the high-voltage manual service disconnect from the receptacle (Figure 12).

NOTE: Make sure the location of the high-voltage manual service disconnect is always known after removal. It is best practice to place the high-voltage manual service disconnect in a highly visible location when removed.



Figure 12 – High-Voltage Manual Service Disconnect and Receptacle

20. Cap the receptacle on the high-voltage battery with safety cover 2035101082 to prevent foreign objects from entering the receptacle (Figure 13).
21. Check the 12-Volt system at the Power Distribution Center (PDC) with a multimeter to ensure there is less than 1-Volt present. If so, the 12-volt electrical system is now powered down.

NOTE: A small voltage reading of less than 1-Volt is to be expected as system capacitors slowly discharge. If more than 1-Volt is still present, contact the STAR Center for service support before proceeding.



Figure 13 – High-Voltage Battery Receptacle Safety Cover

B. 12-Volt Isolator Replacement

1. Raise and support the vehicle.
2. Remove the fasteners then remove the left side closeout panel overlapping the charger belly pan (Figure 14).
3. Remove the fasteners then remove the charger belly pan (Figure 15).
4. Remove the fasteners then remove the battery belly pan (Figure 16).



Figure 14 – Belly Pan Closeout Panel

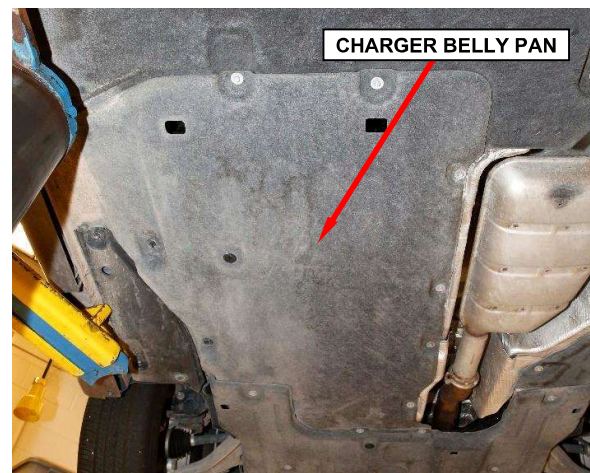


Figure 15 – Charger Belly Pan



Figure 16 – Battery Belly Pan

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5. 12-volt cable underbody connector location (Figure 17).
6. Release the dust cover from the 12-volt cable terminal (Figure 17).

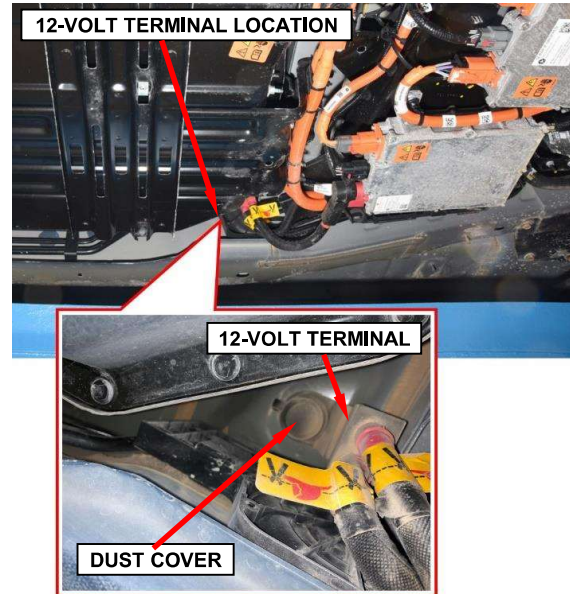


Figure 17 – 12-Volt Cable Underbody Connector Location

7. Loosen the nut and remove the 12-volt terminal and nut assembly from the isolator post (Figure 18).

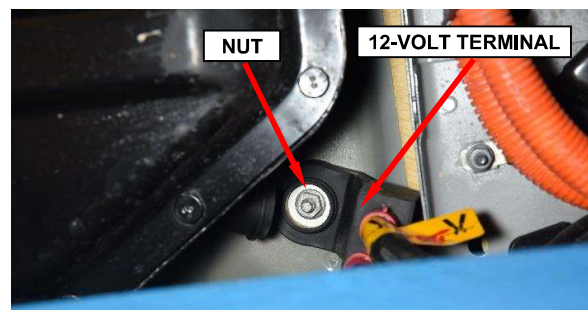


Figure 18 – 12-Volt Cable Terminal

NOTE: Nut is captured to the terminal (Figure 19).

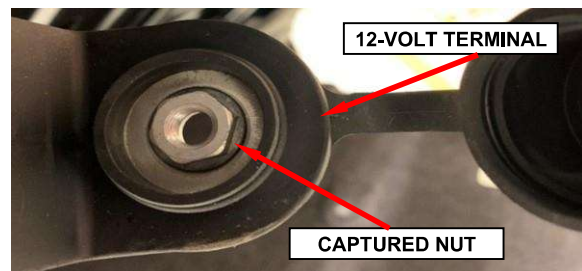


Figure 19 – Captured Nut

8. Lower the vehicle.
9. Remove the left side rear seat track cover from the driver seat (Figure 20).



Figure 20 – Seat Track Cover

10. Remove the rear door sill from the left side rear door opening (Figure 21).



Figure 21 – Door Sill Rear

11. Release from the floor but do not fully remove the front door sill from left side rear door opening (Figure 22).
12. Pull back the carpet from behind the front driver seat (Figure 22).



Figure 22 – Door Sill Front and Carpet

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13. Release the dust cover from the 12-volt cable terminal (Figure 23).



Figure 23 – 12-Volt Terminal Dust Cover

14. Remove the nut from the 12-volt terminal isolator post (Figure 24).
15. Remove the 12-volt terminal from the isolator post (Figure 24).



Figure 24 – 12-Volt Cable Terminal

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16. Remove the 12-volt isolator retaining nut then remove the isolator. Discard the isolator (Figure 25).

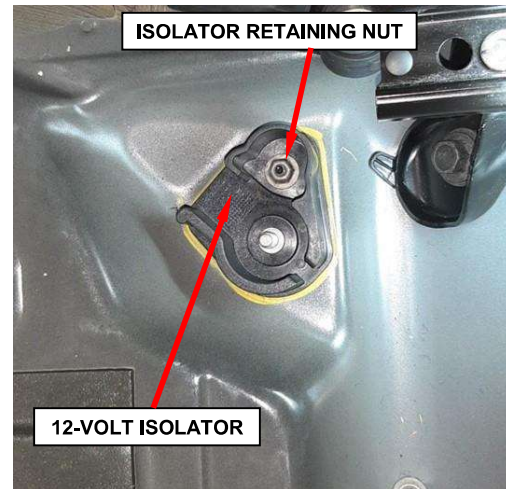


Figure 25 – 12-Volt Isolator

17. Using isopropyl alcohol or Mopar glass cleaner, clean the metal floor pan area under the isolator and around the hole to ensure proper bonding of the isolator gasket (Figure 26).

NOTE: Do not remove the protective plastic film over the NEW isolator gasket until you are ready to install the NEW isolator.



Figure 26 – Clean Gasket Sealing Area

18. Modify the **NEW** isolator by elongating the slot that the weld stud passes through, and that the retainer nut attaches to (Figure 27).

NOTE: Do not elongate the slot more than is needed to fit over the weld stud on the floor.

NOTE: Do not elongate the slot beyond the molded line (Figure 27).

NOTE: Remove any filing dust from the **NEW** isolator prior to removing the protective film from the isolator gasket and exposing the adhesive on the gasket.

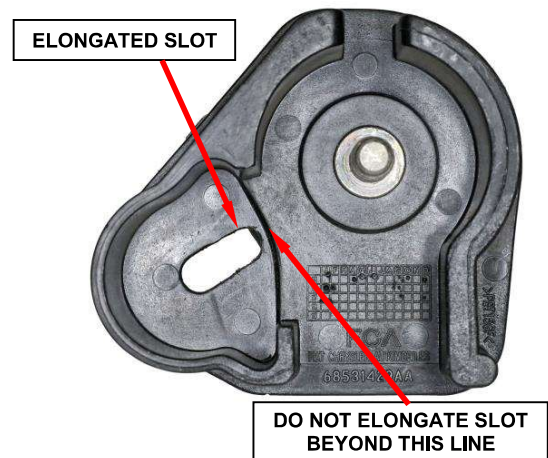


Figure 27 – Modify the Isolator

19. Remove the protective film from the **NEW** isolator gasket.

CAUTION: It will not be possible to reposition the 12-volt isolator once it contacts the gasket adhesive without causing damage to the gasket. If the gasket becomes damaged, another **NEW** isolator with gasket must be obtained.

20. Using the attached guide installed over the 12V stud on the isolator, locate the **NEW** isolator to the body.
21. Install the retaining nut to the 12-volt isolator and tighten the nut to 5 N·m (44 in. lbs.) (Figure 25).
22. Install the 12-volt cable terminal to the isolator post (Figure 24).
23. Install the nut to the 12-volt isolator post terminal and tighten the nut to 23 N·m (17 ft. lbs.) (Figure 24).
24. Install the dust cover to the 12-volt cable terminal (Figure 23).
25. Install the carpet behind the front driver seat (Figure 22).
26. Install the front door sill to left side rear door opening (Figure 22).
27. Install the rear door sill to the left side rear door opening (Figure 21).
28. Install the left side rear seat track cover to the driver seat (Figure 20).
29. Raise the vehicle.

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30. Remove the attached guide from the 12-volt isolator post. Inspect that the 12-volt isolator post is centered in the vehicle floor pan hole (Figure 28).
31. Wipe the surface of the vehicle floor around the 12-volt isolator post to remove any dirt or debris before reassembling the 12-volt cable to the isolator.
32. Install the 12-volt cable terminal and nut assembly to the isolator post then tighten the nut to 23 N·m (17 ft. lbs.) (Figure 18).

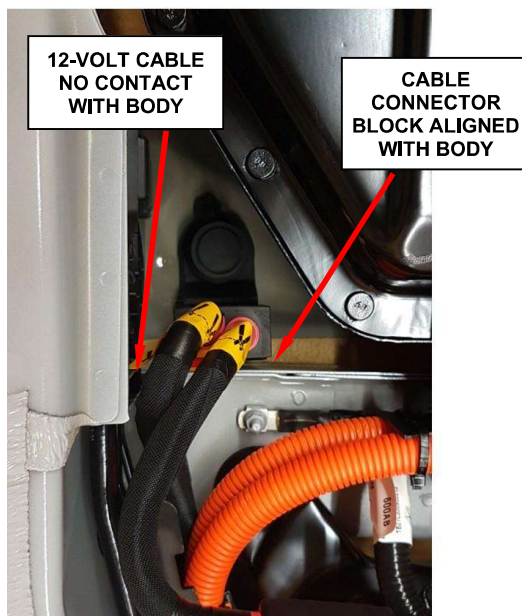


Figure 28 – 12-volt Isolator Post with Attached Guide Removed

NOTE: The 12-volt cable terminal connector block may rotate during tightening. Ensure the connector block stays stationary during tightening and is properly aligned when fully tightened. Connector block should not be visibly rotated and cables should not be touching any metal surfaces after the terminal nut has been tightened to the proper torque specification (Figure 29).

Acceptable

- 12-volt cable is NOT contacting the body
- Cable connector block is aligned with body NOT rotated or contacting the body



Not Acceptable

- 12-volt cable is contacting the body
- Cable connector block is rotated and contacting the body

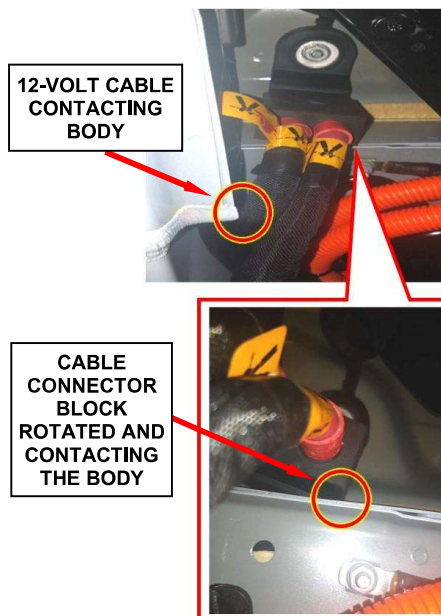
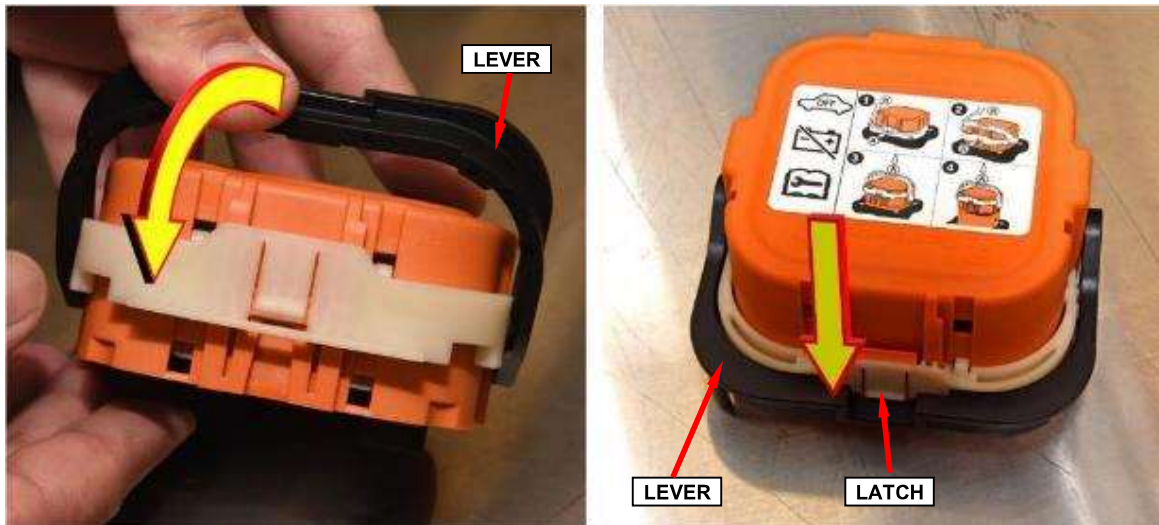


Figure 29 – Inspect 12-Volt Cable for Proper Alignment after Tightening

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33. Install the dust cover to the 12-volt cable terminal (Figure 17).
 34. Install the battery belly pan then install the fasteners securing the battery belly pan (Figure 16).
 35. Install the charger belly pan then install the fasteners securing the charger belly pan (Figure 15).
 36. Install the left side closeout panel overlapping the charger belly pan then install the closeout fasteners (Figure 14).
 37. Lower the vehicle.
 38. Remove the safety cover from the high-voltage battery receptacle (Figure 13).
 39. Inspect the mounting interface surface of the high-voltage Manual Service Disconnect (MSD) and the receptacle wall to ensure they are clean, and that there are no surface contaminants or foreign objects within the receptacle (Figure 12).
 40. Align the polarization feature of the high-voltage manual service disconnect with the receptacle on the high-voltage battery (Figure 12).
 41. Push the high-voltage manual service disconnect evenly into the receptacle with the lever in the **upright 90° position**.
- NOTE: With the high-voltage manual service disconnect properly aligned with the receptacle, the lever will be released and allowed to rotate to the lock position. Do not force the lever.**
42. Rotate the lever downward while maintaining a slight downward force on the high-voltage manual service disconnect. The lever will engage the receptacle and draw the high-voltage manual service disconnect down onto the receptacle as the lever is rotated (Figure 30).



**Figure 30 – High-Voltage Manual Service Disconnect Latch Engagement
(High-Voltage Manual Service Disconnect Removed from Vehicle for Visual Clarity)**

43. Rotate the lever downward until it is fully engaged and locked by the lever release latch. An audible “click” will be heard as the lever latches into position (Figure 30).
44. Gently pull the high-voltage manual service disconnect upward to ensure that it is fully seated in the receptacle and locked. If the manual service disconnect can be removed, repeat **steps 39 – 42**.
45. Position the high-voltage manual service disconnect access cover over the floor opening. Install the four retaining screws and tighten to 2.5 N·m (22 In. Lbs.) (Figure 9).

NOTE: The clearance between the top of the high-voltage manual service disconnect and the bottom of the access cover is such that the access cover will not seat properly on the floor if the high-voltage service disconnect is not fully seated.

46. Install the carpet and floor mat over the high-voltage manual service disconnect access cover (Figure 8).
47. Remove the protective cover 10084 (2035110082 equivalent) from the 12-volt positive battery cable (Figure 7).
48. Connect the positive battery cable to the 12-volt Power Distribution Center (PDC) and tighten the nut to 9 N·m (80 In. Lbs.) (Figure 6).
49. Install the 12-volt PDC cover (Figure 5).
50. Connect the battery negative cable terminal to the IBS and tighten the nut to 9 N·m (80 In. Lbs.) (Figure 4).
51. Connect the wire harness connector to the IBS (Figure 4).
52. Install the 12-volt battery access cover to the left rear quarter trim panel (Figure 3).

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53. Install a battery charger. Verify that the charging rate provides 13.0 to 13.5 volts. Set the battery charger timer (if so equipped) to continuous charge.
 54. Connect the wiTECH micro pod II / MDP to the vehicle data link connector.
 55. Place the ignition in the **"RUN"** position.
 56. Open the wiTECH 2.0 website.
 57. Enter your **"User id"** and **"Password"** and your **"Dealer Code"**, then select **"Sign In"** at the bottom of the screen. Click **"Accept"**.
 58. From the **"Vehicle Selection"** screen, select the appropriate vehicle.
 59. From the **"Action Items"** screen, select the **"Topology"** tab.
 60. Click **"View DTCs"**, select **"Clear All DTCs"**, click **"Continue"** and then click **"Close"**.

NOTE: If all DTCs are not clearing, cycle key-off and allow vehicle modules to go to sleep then repeat the "clear codes" routine. The brake system modules require 5 minutes to go to sleep after key-off.

61. Place the ignition in the **"OFF"** position and then remove the wiTECH micro pod II / MDP device from the vehicle.
62. Remove the battery charger from the vehicle.
63. Return the vehicle to the customer or vehicle inventory.

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

B0A/NHTSA 23V-753

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership.

2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment.

3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall B0A.

IMPORTANT SAFETY RECALL

12V Isolator Post

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2023 (RU) Chrysler Pacifica] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The 12 Volt (12V) Isolator post on your vehicle ^[1] may have been built off location. An off location 12V isolator post may result in a short to ground in the 12V battery positive (B+) circuit, which could lead to a vehicle fire with the ignition on or off. **A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.**

Customers are advised to not park these vehicles inside of buildings or structures, or near other vehicles until the vehicle has the final repair completed.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the battery isolator. The estimated repair time is 1 hour and 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.