



(Revision 6) September 2023

Distributor/Dealer Service Instructions for:

# Safety Recall 03A

## Loss of Motive Power

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**NOTE: Subject statement revised.**

### Remedy Available

**2017-2023 (RU) Chrysler Pacifica PHEV**

*NOTE: This recall applies only to the above Plug-in Hybrid Electric Vehicles (PHEV).*

*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. Dealers should complete this recall service on these vehicles before retail delivery.** Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### Subject

An internal transmission wiring connector **short or rotor bearing installation defect** on about 1,900 of the above vehicles **could result** in an unexpected engine shutdown under certain conditions. An unexpected engine shut down resulting in a loss of motive power can cause a vehicle crash without prior warning



<b>Service Procedure</b>
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**NOTE: The wiTECH scan tool must be used to perform this Safety Recall. The wiTECH software is required to be at the latest release level before performing this procedure.**

**NOTE: For ALL model year vehicles, the Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP) must be updated to the latest available software calibration level. For 2017-2018 model year vehicles, the Instrument Panel Cluster (IPC) and Powertrain Control Module (PCM) must also be updated to the latest available software calibration level.**

**NOTE: If this software update flash process is interrupted/aborted, the flash should be restarted.**

**NOTE: It is normal for the high voltage charging lamp on the dash to flash like there is a charging system failure while performing software updates.**

1. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.
2. Connect the wiTECH micro pod II to the vehicle data link connector
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” your “**Password**” and your “**Dealer Code**”, then select “**Finish**” at the bottom of the screen.
6. Starting at the “**Vehicle Selection**” screen, select the vehicle to be updated.

7. From the “**Action Items**” screen, select the “**All Flashes**” tab. Inspect if new software flashes are available for the **HCP**. For **2017-2018** model year vehicles, also inspect if new software flashes are available for the **IPC** and **PCM**.
  - If listed modules do not have new software available, then proceed to **Step 28** and claim the inspection LOP to complete this recall.
  - If any of the listed modules for the appropriate model years have new software available, then continue with **Step 8**.
8. Create a Vehicle Scan Report (VSR) before proceeding with software updates.
9. Ensure there are no current DTCs that could cause concern with modules being flashed. If any questions, please share the VSR with the STAR center.

**NOTE: The PIM contains two processors, Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP). The HCP and AHCP are combined into one PIM software update. The software update must begin with updating the HCP. The AHCP will update immediately following the HCP.**

10. From the “**Action Items**” screen, select the “**All Flashes**” tab.
  - Select “**HCP**” by clicking the arrow on the right side of the screen. Read the special flash instructions, then select “**OK**”. Continue with **Step 11**.
  - If “**HCP**” is not displayed as one of the available flashes, the PIM software is already at the current software level and does not require updating. Proceed to **Step 15**.
11. From the “**Flash ECU Agreement**” page, agree to terms by “**Checking the Box**”.
12. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
13. Once the software is confirmed to be at the latest available calibration level, select “**View DTCs**”.
14. Select the “**Clear All DTCs**” tab, then click “**Clear All DTCs**” and then select “**Close**”. It may be necessary to cycle the ignition OFF to RUN to clear the codes.

**Service Procedure [Continued]**

15. **Instrument Panel Cluster (IPC) software is required for 2017-2018 Model year ONLY:**
  - If vehicle is **2017-2018 Model year**, continue with **Step 16**.
  - If vehicle is **2019-2023 Model year**, proceed to **Page 6, Step 27**.

**NOTE: The IPC flash may take over 3 hours, this is normal. Do not interrupted/aborted, the flash or it will need to be restarted.**

16. From the “**Action Items**” screen, select the “**All Flashes**” tab.
  - Select “**IPC**” by clicking the arrow on the right side of the screen. Read the special flash instructions, then select “**OK**”. Continue with **Step 17**.
  - If “**IPC**” is not displayed as one of the available flashes, the IPC software is already at the current software level and does not require updating. Proceed to **Step 21**.
17. From the “**Flash ECU Agreement**” page, agree to terms by “**Checking the Box**”.
18. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
19. Once the software is confirmed to be at the latest available calibration level, select “**View DTCs**”.
20. Select the “**Clear All DTCs**” tab, then click “**Clear All DTCs**” and then select “**Close**”. It may be necessary to cycle the ignition OFF to RUN to clear the codes.
21. **Powertrain Control Module (PCM) software is required for 2017-2018 Model year ONLY:**
  - If vehicle is **2017-2018 Model year**, continue with **Step 22**.
  - If vehicle is **2019-2023 Model year**, proceed to **Page 6, Step 27**.

**Service Procedure [Continued]**

22. From the “**Action Items**” screen, select the “**All Flashes**” tab.
  - Select “**PCM**” by clicking the arrow on the right side of the screen. Read the special flash instructions, then select “**OK**”. Continue with **Step 23**.
  - If “**PCM**” is not displayed as one of the available flashes, the IPC software is already at the current software level and does not require updating. Proceed to **Step 27**.
  
23. From the “**Flash ECU Agreement**” page, agree to terms by “**Checking the Box**”.
  
24. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
  
25. Once the software is confirmed to be at the latest available calibration level, select “**View DTCs**”.
  
26. Select the “**Clear All DTCs**” tab, then click “**Clear All DTCs**” and then select “**Close**”. It may be necessary to cycle the ignition OFF to RUN to clear the codes.
  
27. Generate a VSR to ensure P0AA4/P0AA1 or any DTC is not active or pending.
  
28. Turn the ignition to the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
  
29. Remove the battery charger from the vehicle.
  
30. Return the vehicle to the customer or inventory.

**Completion Reporting and Reimbursement**

Claims paid will be used by FCA US LLC to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect PIM software up to date	18-03-A1-81	0.2 hours
Inspect/Update PIM software (Applies to 2019-2023 model years ONLY)	18-03-A1-82	0.3 hours
Inspect/Update PIM software (Applies to 2017-2018 model years ONLY)	18-03-A1-83	0.5 hours

**Related**

Inspect/Update PCM software (Applies to 2017-2018 model years ONLY)	18-03-A1-50	0.2 hours
Inspect/Update IPC software (Applies to 2017 model year ONLY)	18-03-A1-51	4.0 hours
Inspect/Update IPC software (Applies to 2018 model year ONLY)	18-03-A1-52	4.3 hours

**NOTE: See the FCA International Warranty Policy and Procedure Manual, Claim Entry Section – Recall Claims for claim processing instructions**

**Owner Notification and Service Scheduling**

All involved vehicle owners should be notified of the service requirement by their Dealer. Owners are requested to schedule appointments for this service. A sample copy of the owner notification letter is attached.

**Vehicle Lists, Global Recall System, VIP and Distributor/Dealer Follow Up**

All involved vehicles have been entered into the 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. Completed vehicles are removed from GRS within several days of repair claim submission.

**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.

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## **IMPORTANT SAFETY RECALL**

**03A**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

Dear Chrysler Owner:

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain **2017 through 2018 Model Year (RU) Chrysler Pacifica Plug-in Hybrid Electric Vehicles (PHEV)**.

***The problem is...*** An internal transmission wiring connector short or rotor bearing installation defect on your vehicle could result in an unexpected engine shutdown under certain conditions. An unexpected engine shut down resulting in a loss of motive power can cause a vehicle crash without prior warning.

***What your dealer will do...*** FCA will repair your vehicle free of charge (parts and labor). To do this, your dealer will update the Power Inverter Module (PIM) software, and if necessary, update the Instrument Panel Cluster (IPC) software, and if necessary, update the Powertrain Control Module (PCM) software. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...*** Simply **contact your Chrysler, Jeep®, Dodge, or RAM dealer** right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

***If you need help...*** If you have trouble getting your vehicle serviced, please contact the dealer nearest your location. A representative will assist you in getting your vehicle serviced. This information can be found in the Customer Assistance section of your Owner's Manual.

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

Global Service & Parts - International  
FCA US LLC  
Notification Code 03A

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