

**Preliminary Statement**

On April 30, 2009, Chrysler LLC, the entity that manufactured and sold the certain vehicles that may be discussed in this Information Request, filed a voluntary petition for relief under Chapter 11 of Title 11 of the United States Bankruptcy Code.

On June 10, 2009, Chrysler LLC sold substantially all of its assets to a newly formed company later known as Chrysler Group LLC. Pursuant to the sales transaction, Chrysler Group LLC assumed responsibility for safety recalls pursuant to the 49 U.S.C. Chapter 301 for vehicles that were manufactured and sold by Chrysler LLC prior to the June 10, 2009, asset sale.

On June 11, 2009, Chrysler LLC changed its name to Old Carco LLC. The assets of Old Carco LLC that were not purchased by Chrysler Group LLC, as well as the liabilities of Old Carco that were not assumed, remain under the jurisdiction of the United States Bankruptcy Court – Southern District of New York (In re Old Carco LLC, et al., Case No. 09-50002).

Effective December 15, 2014, changed its name to FCA US LLC (“FCA US”).

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**FCA US makes the following clarification to this Information request:**

- On May 9, 2024, FCA US requested an extension for the responses to all questions. On May 13, 2024, NHTSA granted this request.
- FCA US has interpreted the Alleged Defect to indicate a stall or loss of motive power (“LOMP”) to have occurred after the Subject Recall repair has been completed. If the stall or LOMP occurred before the Subject Recall remedy was applied, it was deemed unrelated to this investigation. Furthermore, service, warranty, and part sales are treated the same and interpreted to be after the recall was released or performed as specified in relevant answers provided below.

1. State, by model and model year, the number of subject vehicles Chrysler has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Chrysler, state the following:
  - a. Vehicle identification number (17-character VIN);
  - b. Make;
  - c. Model;
  - d. Model Year;
  - e. Date the Subject recall remedy was implemented.
  - f. Date of manufacture (MM/DD/YYYY);
  - g. Date warranty coverage commenced (MM/DD/YYYY); and
  - h. The State in the United States where the vehicle was originally sold or leased, or delivered for sale or lease (postal abbreviation).

Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

- A1. FCA US' responses to subparts (a) through (h) of this Request are located in **ENCLOSURE 01** and titled **RQ24-004\_PRODUCTION DATA.accdb**. FCA US notes that the response for subpart (f) is assumed based on production date compared to Change Notice date.
2. State the number of each of the following, received by FCA, or of which FCA is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - a. Consumer complaints, including those from fleet operators;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a crash, injury or fatality;
  - d. Property damage claims; and
  - e. Third-party arbitration proceedings, both pending and closed, where FCA is or was a party to the arbitration; and
  - f. Lawsuits, both pending and closed, in which FCA is or was a defendant or codefendant.

For subparts "a" through "f" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f" provide a summary description of the alleged problem and causal and contributing factors and FCA's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- A2. FCA US has conducted a reasonable and diligent search of the normal repositories of information potentially responsive to this Request. In compiling its response to this Request, FCA US separated responsive reports into two categories for Subject Vehicles: 1) those reports that relate to the Alleged Defect in the Subject Component; and 2) those reports that may relate to the Alleged Defect.

Information related to these two categories of reports comprises FCA US' responses to subparts (a) through (f) of this Request. That information is located in **ENCLOSURE 02** and titled **RQ24-004\_REPORTS.pdf**. For question 2, subparts (c) through (f), FCA US has provided all relevant and available records in response to question 4.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
- a. Chrysler's file number or other identifier used;
  - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
  - d. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
  - e. Vehicle's 17-character VIN;
  - f. Vehicle's make, model and model year (please use distinct fields for each data type);
  - g. Vehicle's mileage at time of incident (numeric data type);
  - h. Incident date (MM/DD/YYYY);
  - i. Date recall remedy was implemented;
  - j. If the vehicle was towed;
  - k. How long was the vehicle on the side of the roadway;
  - l. What type of roadway the vehicle was on when a stall, LOMP, or reduced power mode occurred;
  - m. The speed limit of the roadway the vehicle was on when a stall, LOMP, or reduced power mode occurred;
  - n. The time that the incident occurred.
  - o. Where the vehicle pulled over;
  - p. If the vehicle was restarted;
  - q. If the vehicle experienced multiple stalls/LOMP/reduced power mode events;
  - r. How long did it take the vehicle to restart;
  - s. Did the driver exit the vehicle during the incident while on the side of the road;
  - t. How many occupants were in the vehicle;
  - u. Report or claim date (MM/DD/YYYY);
  - v. Whether a crash is alleged;
  - w. Whether property damage is alleged;
  - x. Number of alleged injuries, if any; and
  - y. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

- A3. FCA US' responses to subparts (a) through (y) of this Request are located in **ENCLOSURE 03** and titled **RQ24-004\_REQUEST NUMBER TWO DATA.accdb**.

4. **Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Chrysler used for organizing the documents. Describe in detail the search methods and search criteria used by Chrysler to identify the items in response to Request No. 2. For each vehicle identified in the responsive data to Request No. 2, provide a complete dealer service history within 6 months of (before and after) the alleged incident or report date (whichever is earliest) and report close date.**

A4. FCA US has conducted a reasonable and diligent search of the normal repositories of information potentially responsive to this Request. Documents related to each item within the scope of Request No. 2 were gathered by using information such as vehicle model, model year, and a word search using words reasonably related to the reports sought by this Information Request ("IR"). The keyword search criteria, as well as the categorization criteria, used in this search is located in **ENCLOSURE 04** and titled **RQ24-004\_Q2 KEYWORD SEARCH CRITERIA.pdf**. An eyes-on review of the search results was then conducted to determine whether each returned record relates to, or may relate to, the Alleged Defect.

Copies of the available documents related to each item within the scope of Request No. 2 can be found in **ENCLOSURE 04**. The customer complaint summaries are submitted in files titled **RQ24004\_CONSUMER AND CUSTOMER COMPLAINTS.pdf** and the related documents are arranged in corresponding folders by complaint number. Legal summaries are contained in files titled **RQ24004\_LEGAL SUMMARY.pdf**. Field reports are contained in files titled **RQ24-004\_FIELD REPORTS.pdf**.

Complete dealer service history within six months of (before and after) the reports included with response, if available, are contained in files titled **RQ24-004\_REPAIR ORDERS.pdf** and **RQ22-002\_WARRANTY DETAIL.pdf**.

5. **State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Chrysler to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.**

**Separately, for each such claim, state the following information:**

- a. **Chrysler's claim number;**
- b. **Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);**
- c. **Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);**
- d. **Vehicle make, model, and model year (please use distinct fields for each data type)**
- e. **17-character VIN;**
- f. **Repair date (MM/DD/YYYY);**
- g. **Vehicle mileage at time of repair (numeric data type);**
- h. **Repairing dealer's or facility's name, telephone number, city and state or ZIP code (please use distinct fields for each data type);**

- i. Labor operation number(s);
- j. Problem code(s);
- k. Diagnostic trouble code(s);
- l. Replacement part number(s) and description(s);
- m. Concern stated by customer;
- n. Cause as stated on the repair order;
- o. Correction as stated on the repair order; and
- p. Additional comments, if any, by dealer/technician relating to claim and/or repair.
- q. The time from when the DTC was set to when the vehicle received the hardware replacement.
- r. When the vehicle received the recall remedy;

**Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.**

- A5. In order to determine what records relate to or may relate to the Alleged Defect, FCA US conducted a statically significant sample analysis of all returned warranty records (2,597) potentially related to the Alleged Defect in the Subject Vehicles. This analysis shows 87.4% of cases sampled relate or may relate to the alleged defect. Consequently, FCA US has provided all records searched in response to this question. FCA US' response to this Request is located in **ENCLOSURE 05** and titled **RQ24-004\_WARRANTY DATA.accdb**. FCA US notes that DTCs are not stored in a separate database field but may be manually entered by a claim administrator into the narrative(s) of the warranty claim, if available.
- 6. Describe in detail the search methods and search criteria used by FCA to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.**
- A6. In order to identify the claims detailed in its response to Request No. 5, FCA US searched the normal repositories of information potentially responsive to this Request utilizing a Labor Operations Code ("LOP") search. The LOPs used for this search can be found in **ENCLOSURE 07** and titled **RQ24-004\_LOP DESCRIPTIONS.pdf**. As clarified above, FCA US reviewed warranty claims on vehicles after the Subject Recall remedy had been applied.
- 7. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.**
- A7. Labor operations, problem codes, problem code descriptions, part numbers, and part number descriptions potentially related to the Alleged Defect are contained in the correspondingly titled columns in the database located in **ENCLOSURE 05** and titled **RQ24-004\_WARRANTY DATA.accdb**. The labor operations descriptions potentially related to the Alleged Defect in the Subject Components are located in **ENCLOSURE 7** and titled **RQ24-004\_LOP DESCRIPTIONS.pdf**. The diagnostic trouble codes and diagnostic trouble code descriptions potentially related to the Alleged Defect in the Subject

Components are also located in **ENCLOSURE 07** and titled **RQ24-004\_DTCs.pdf**. FCA US notes that DTCs are not stored in a separate database field but may be manually entered by a claim administrator into the narrative(s) of the warranty claim, if available.

- 8. State, by make and model year, the terms of the new vehicle warranty coverage offered by FCA on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that FCA offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.**

A8. New vehicle warranty coverage offered by FCA US on the Subject Vehicles is:

- Basic Limited Warranty (3 years/36,000 miles),
- Specified Components (1 year/12,000 miles),
- Limited Emission Warranty PHEV (8 years/100,000 miles),
- Corrosion Warranty - Anti-Corrosion Perforation Limited Warranty for All Panels (3 years/Unlimited miles) and Outer Panels (5 years/Unlimited miles),
- Emission Performance Warranty (2 years/24,000 miles),
- Specified Components (8 years/80,000 miles),
- Powertrain Limited Warranty (5 years/60,000 miles),
- High Voltage Battery Limited Warranty – ZEV States (10 years/150,000 miles), Non-ZEV States (8 years/100,00 miles),
- Federal Emission Warranty (2 years/24,000 miles, Specified Components (8 years/80,000 miles),
- Warranty Goodwill (2 years/24,000 miles) after the Basic ends.

Extended warranty and service contract coverage option(s) that FCA US offered for the Subject Vehicles, and the number of vehicles that are covered under each such extended warranty, is provided by option, model and model year, located in the table included in **ENCLOSURE 08** and titled **RQ24-004\_SERVICE CONTRACTS\_CONF BUS INFO.pdf**.

- 9. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that FCA has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that FCA is planning to issue within the next 120 days.**

A9. FCA US' responses to this Request are located in **ENCLOSURE 09**.

- 10. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect involving the subject component on the subject vehicles or TSB 18-001-18, that have been conducted, are being conducted, are planned, or are being planned by, or for, FCA. For each such action, provide the following information:**

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;

- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

**For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.**

A10. FCA US' responses to subparts (a) through (f) of this Request are located in ENCLOSURE 10 and are summarized in the chart titled **RQ24-004\_ACTIONS SUMMARY\_CONF BUS INFO.pdf**. Copies of responsive related documentary information are included within **ENCLOSURE 10**.

**11. Describe all modifications or changes made by, or on behalf of, FCA in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:**

- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part number(s) (service and engineering) of the original component;
- e. The part number(s) (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. If any design version of the subject component was withdrawn from production and/or sale, and remaining supplies of the parts were destroyed or removed from commerce, provide the reason why this occurred;
- h. When the modified component was made available as a service component; and
- i. Whether the modified component can be interchanged with earlier production components.

**Also, provide the above information for any modification or change that FCA is aware of which may be incorporated into vehicle production within the next 120 days.**

A11. FCA US' responses to subparts (a) through (i) of this Request are located in **ENCLOSURE 11** and titled **RQ24-004\_CHANGE HISTORY\_CONF BUS INFO.pdf**.

**12. State the number of each of the following that Chrysler has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):**

- a. Subject component; and
- b. Any kits that have been released, or developed, by Chrysler for use in service repairs to the subject component/assembly.

**For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Chrysler is aware that contain the identical component and or substantially similar component, whether installed in production or in service, and state the applicable dates of production or service usage.**

A12. FCA US' response to this Request is located in **ENCLOSURE 12** and titled **RQ24-004\_PART SALES\_CONF BUS INFO.pdf** and **24-004\_SUPPLIER INFORMATION.pdf**. FCA US does not have any other vehicle(s) which contain the identical Subject Component. As clarified above, FCA US searched for transmission part sales after the Subject Recall remedy had been released in late February 2023.

**13. Regarding the subject recall remedy;**

- a. **State whether the subject recall remedy prevents a stall, LOMP, or reduced power mode in the subject vehicles.**
- b. **What is the subject vehicle's speed reduced to when it experiences a failure in the hardware outlined in the subject recall?**
- c. **State the time and distance the subject vehicles can travel to get to a safe location after the vehicle experiences the dashboard message outlined in the subject recall remedy.**
- d. **State if the subject vehicles are capable of being restarted after they experience a stall, LOMP, or reduced power mode related to the defective hardware outlined in the subject recall.**
- e. **Describe what the vehicle experiences when the battery is depleted following the dashboard message outlined in the recall remedy.**
  - 1) **After a failure has been detected on the subject vehicles, is the consumer responsible for driving the vehicle to a dealership or will FCA/the dealership provide towing services?**
- f. **After the recall remedy is implemented, what specific diagnostic values and/or trouble codes will trigger the dashboard message outlined in the subject recall remedy.**

A13. FCA US provides the following response to subparts (a) through (e).

- a. The recall remedy prevents a LOMP by putting the vehicle into Limp Home Mode, which is a reduced power mode.
- b. Upon triggering a fault, which puts the vehicle into Limp Home Mode, the top speed would be limited to up to 45 mph with limited torque. Importantly, if the vehicle was travelling faster than that speed at the time of the fault, it would gradually decelerate to that speed.
- c. The vehicle is able to drive until the high voltage battery charge level is exhausted. The distance could be as high as 35 miles but actual distance may vary. The recall remedy software updates the battery reserve strategy to maintain a minimum range of approximately 4 miles. FCA US is not able to give an exact distance or time as other factors, such as road grade, vehicle loading, or temperature could impact the overall distance the vehicle may be able to drive on the remaining battery only power.
- d. After experiencing a fault which triggers Limp Home mode, the vehicles do not shut off, but goes into Limp Home Mode. If the driver does key off however, the vehicle can be restarted. If the fault is still present upon restart, the vehicle will remain in Limp Home Mode. If the fault is intermittent and is not present upon key on, the vehicle could be driven normally with no Limp Home Mode. After the vehicle has experienced the event that triggers Limp Home Mode and the battery is exhausted, the vehicle will shut down. In this situation, FCA US Customer Care or an FCA US dealer can work with the owner to arrange a tow, which would be reimbursable as it is related to the recall and warranty extension.

e. Specific diagnostic values are provided in ENCLOSURE 7

**14. Provide the data and/or engineering rationale that Chrysler used to support the decision not to replace the defective hardware as outlined in the subject recall until after the vehicle experiences the alleged defect. Provide any hazard, Weibull, or similar analysis related to the defective hardware as outlined in the subject recall conducted before and after the subject recall remedy was implemented on the subject vehicles.**

A14. FCA US' response to this request is located in **ENCLOSURE 14.**

**15. Referring to the defective hardware outlined in the subject recall;**

- a. Describe the failure mechanism that occurs in the connector.
- b. What is the effect of the defective hardware on the transaxle and the control module on the subject vehicles?
- c. How is the defective hardware detected in the subject vehicles?
- d. Provide a copy of the procedure for replacing the defective hardware in the subject vehicles outlined in the subject recall. If a replacement procedure does not exist for any defective hardware outlined in the subject recall, provide the reasoning.
  1. How many labor hours does it take to replace the transaxle on the subject vehicles?
  2. How many labor hours does it take to replace the defective sensor on the subject vehicles?
- e. Once the defective hardware is detected and the vehicle is serviced, what part is replaced?

A15. FCA US provides the following response to subparts (a) through (e).

- a. The failure mechanism is metallic contamination creating a short in the resolver connector terminals leading to an electrical short.
- b. The effect of the defective hardware on the transmission and control module is an electrical short of the motor resolver signal circuits. This condition prevents the motor controller to detect rotor position & speed properly. As a reaction DTCs are set and motor controller commands zero torque resulting in loss of propulsion.
- c. When the hardware fails, the motor controller sets resolver fault codes as noted above.
- d. For this specific failure, FCA US has not issued a procedure to replace the defective wiring harness within the transmission. In the event of an internal hardware failure, the repair is to replace the complete transmission assembly which takes approximately 7.1 hours.
- e. If the vehicle sets the faults identified in Enclosure 7, which indicate the defective hardware, the complete transmission assembly is replaced.

**16. Furnish FCA's assessment of the alleged defect involving the subject component on the subject vehicles, including:**

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses; and
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring, or subject component was malfunctioning; and
- f. The reports included with this inquiry.

A16. FCA US conducted a full and diligent search in the normal repositories of information for records that relate to or may relate to the Alleged Defect, involving the Subject Component, after the Subject recall was completed, on the Subject Vehicles. Based on this review, FCA US concludes that there is no unreasonable risk to motor vehicle safety with respect to the Alleged Defect in Subject Vehicles. FCA US' conclusion is explained below.

#### Background

In response to customer complaints, FCA US' Technical Safety and Regulatory Compliance ("TSRC") organization began its investigation of complaints potentially related to the alleged defect in February of 2022. On January 9, 2023, FCA US determined, through the Vehicle Regulations Committee ("VRC"), to conduct voluntary safety recall 23V-010 (03A) for 67,117 2017-2023 MY Chrysler Pacifica PHEV vehicles to update vehicle control software. Additionally, on May 10, 2024 the VRC approved Warranty Extension XE1 to replace full transmission assemblies for unlimited years/unlimited mileage on all affected vehicles.

#### Analysis

In support of its Response to this inquiry,

Analysis of the total number of claims reported in response to Request Two that relate to or may relate to the alleged defect indicates that the vast majority of vehicles went into Limp Home Mode and did not experience a LOMP. This behavior is the intended result after the recall repair has been completed. Based on the review and analysis of the available data, FCA US has assessed that the alleged defect does not constitute a defect posing an unreasonable risk to motor vehicle safety within the meaning of the Motor Vehicle Safety Act 49 U.S.C. 301 et seq. A vehicle may stall or lose motive power for a variety of reasons, however, the recall remedy for 23V-010 (03A) does not result in a LOMP once applied for as long as the vehicle has electrical propulsion. The recall remedy software puts the vehicle into Limp Home Mode if the 23V-010 (03A) failure has occurred. Complaint and service data reviewed suggests that there could be LOMP due to other reasons, but it is much more likely that the owners are describing the vehicle going into Limp Home Mode as a stall, or LOMP incorrectly. If FCA US identifies other causes of a LOMP, FCA US will take appropriate action to determine if a defect that poses an unreasonable risk to motor vehicle safety is present.

The recall remedy released for 23V-010 (03A) does not pose an unreasonable risk to motor vehicle safety. Furthermore, FCA US has issued an unlimited time and mileage warranty extension to ensure that if the vehicle ever experiences the physical failure, the transmission will be replaced at no charge to the customer. Together, these remedies ensure that the vehicle maintains Limp Home Mode and can be driven to a dealer or safely off the road and be fixed for free. Therefore, FCA US respectfully requests that NHTSA close this investigation.