



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

OFFICE OF DEFECTS INVESTIGATION

## ODI RESUME

**Investigation:** PE25009

**Prompted By:** VOQ Review

**Date Opened:** 09/05/2025

**Investigator:** Kevin Miller

**Reviewer:** Bruce York

**Approver:** Tanya Topka

**Subject:** Intermittent Loss of Electric Power Steering

### MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** Chrysler (FCA US, LLC)

**Products:** 2017-2018 Chrysler Pacifica

**Population:** 287,000 (Estimated)

**Problem Description:** Intermittent loss of electric power steering (EPS) during gradual turns, followed by a sudden return of EPS assist.

### FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
<b>All Incidents:</b>	94	0	0	0	94	0
<b>Crashes/Fires:</b>	0	0	0	0	0	0
<b>Injury Incidents:</b>	0	0	0	0	0	0
<b>Fatality Incidents:</b>	0	0	0	0	0	0

### ACTION/SUMMARY INFORMATION

**Action:** Open a Preliminary Evaluation

**Summary:**

The Office of Defects Investigation (ODI) is opening this Preliminary Evaluation to assess the scope, frequency, and potential safety consequences of alleged defects related to the electric power steering (EPS) system in model year (MY) 2017-2018 Chrysler Pacifica vehicles. ODI has received 94 Vehicle Owner Questionnaires (VOQs) reporting a condition in which the steering system exhibits a sticking sensation during gradual turns, particularly when the steering wheel is positioned near the 11 o'clock or 1 o'clock position. Complainants allege that during these events, increased steering effort is required to return the wheel to center. In many cases, this is followed by a sudden reactivation of EPS assistance, which may result in an oversteer condition. This behavior could increase the risk of a crash, especially at higher speeds.

ODI has identified multiple VOQs describing similar symptoms. This investigation will assess the frequency, root cause, and potential safety-related consequences of the alleged EPS malfunction. To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).