

Part 573 Safety Recall Report

17V-371

Manufacturer Name : Chrysler (FCA US LLC)

Submission Date : SEP 19, 2017

NHTSA Recall No. : 17V-371

Manufacturer Recall No. : T34



Manufacturer Information :

Manufacturer Name : Chrysler (FCA US LLC)

Address : 800 Chrysler Drive
CIMS 482-00-91 Auburn Hills MI
48326-2757

Company phone : 1-800-853-1403

Population :

Number of potentially involved : 1,375

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2018 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : HYBRID ELECTRIC

Descriptive Information : The recall population includes certain 2017-2018 MY Chrysler Pacifica ("RU") vehicles equipped with Plug-In Hybrid powertrains.

Production Dates : AUG 12, 2016 - JUN 21, 2017

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Some 2017-2018 MY Chrysler Pacifica ("RU") Plug-In Hybrid Electric Vehicles ("PHEV") have diodes in the Power Inverter Module ("PIM") that can fail due to an overvoltage condition.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If this occurs, the powertrain can no longer provide propulsion, resulting in a loss of motive power without warning. An unexpected loss of motive power increases the risk of a vehicle crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : Magneti Marelli Powertrain S.p.A
Address : Viale Aldo Borletti 61/63
Corbetta FOREIGN STATES 20011
Country : Italy

Chronology :

- On February 10, and February 24, 2017, two vehicles experienced failure of the PIM at Windsor Assembly Plant ("WAP")
- On March 17, 2017, one vehicle in the Fast Feedback Fleet experienced failure of the PIM at 7,282 miles
- Between May 1 and May 12, 2017, six additional vehicles experienced failure of the PIM
- On May 15, 2017, the FCA US Vehicle Safety and Regulatory Compliance organization opened an investigation as a result of discussions with FCA US engineering
- Between May 15 and June 02, 2017, four additional vehicles experienced failures of the PIM
- On June 06, 2017, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles

Description of Remedy :

Description of Remedy Program : FCA US will conduct a voluntary safety recall to remedy the affected components in the subject vehicles.

FCA US will reprogram the Powertrain Control Module (PCM), Battery Pack Control module (BPCM), On Board Charging Module (OBCM) and the PIM with the latest available software. In a small number of vehicles, the PIM may need to be replaced, based on inspection.

FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : ** 09/19/17: Planned Dealer and Owner Notification Dates populated.

** 08/10/17: FCA US will notify dealers and begin notifying owners on or about September 14, 2017.

** 06/09/17: FCA US will notify dealers and begin notifying owners on or about July 24, 2017.

Planned Dealer Notification Date : SEP 12, 2017 - SEP 12, 2017

Planned Owner Notification Date : SEP 14, 2017 - SEP 14, 2017

* NR - Not Reported