



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 25, 2018

Ms. Jennifer Shute
Sr Mgr Safety Recall Execution
Chrysler (FCA US LLC)
800 Chrysler Drive
CIMS 482-00-91
Auburn Hills, MI 48326

NEF-150SM
18V-049

Subject: Engine Stall Due to Software Issue

Dear Ms. Shute:

This letter serves to acknowledge Chrysler (FCA US LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHRYSLER/PACIFICA/2017

Mfr's Report Date: January 11, 2018

NHTSA Campaign Number: 18V-049

Components:

ELECTRICAL SYSTEM: SOFTWARE
ENGINE AND ENGINE COOLING:ENGINE

Potential Number of Units Affected: 153,859

Problem Description:

Chrysler (FCA US LLC) is recalling certain 2017 Chrysler Pacifica vehicles equipped with a 3.6l engine. The engine control software may become out of sync with the crankshaft position sensor, possibly resulting in an engine stall.

Consequence:

An engine stall can increase the risk of a crash.

Remedy:

Chrysler will notify owners, and dealers will update the engine control software, free of charge. The recall is expected to begin March 2, 2018. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is U01.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Mcshane who may be reached by phone at (202) 366-7401, or by email at sarah.mcshane@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being the most prominent.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement