

Part 573 Safety Recall Report

18V-049

Manufacturer Name : Chrysler (FCA US LLC)**Submission Date :** MAY 03, 2018**NHTSA Recall No. :** 18V-049**Manufacturer Recall No. :** U01**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 : 153,859

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2017 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : GAS

Descriptive Information : Some 2017 MY Chrysler Pacifica vehicles equipped with a 3.6L engine built within the below production dates may experience an engine stall without prior warning:

2017 MY Chrysler Pacifica vehicles without Engine Stop/Start (Sales Code ERF) - November 23, 2015 (start of 2017 MY production) through March 13, 2017 (end of 2017 MY production)

2017 MY Chrysler Pacifica vehicles with Engine Stop/Start (Sales Code ERC) - October 11, 2016 (start of 2017 MY production) through June 29, 2017 (last date of production with original software).

The recall population was determined to include vehicles produced with engine control software that is vulnerable to loss of crankshaft position synchronization. Similar vehicles not affected by this recall were built with updated engine control software that is less susceptible to a loss of crankshaft position synchronization.

2017 MY Plug-in Hybrid Electric Chrysler Pacifica vehicles are not affected by this condition. 2018 MY Chrysler Pacifica vehicles and 2017 MY Chrysler Pacifica vehicles equipped with a 3.6L engine with Engine Stop/Start (Sales Code ERC) built after June 29, 2017, were built with engine control software which is less susceptible to loss of synchronization and are not affected.

Production Dates : NOV 23, 2015 - JUN 29, 2017

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : Some 2017 MY Chrysler Pacifica vehicles with a 3.6L engine may experience an engine stall without prior warning, without lighting a Malfunction Indicator Lamp and without setting any Diagnostic Trouble Code. In the majority of cases the stalling occurs at low speed, while decelerating, while at idle or while negotiating a turn.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Engine stalling results in a loss of motive power, which can cause vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Please see the attached supplemental information titled "FCA US LLC Chronology – 2017 Chrysler Pacifica Non-Hybrid Stalling 05032018.pdf".

Description of Remedy :

Description of Remedy Program : FCA US LLC ("FCA US") will conduct a Voluntary Safety Recall to update the affected vehicles with new engine control software that is less susceptible to loss of crankshaft position sensor synchronization.

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 :

- Part Name: Engine control software
- Part Description: Revised software to improve the ability of the engine to recover from a loss of crankshaft position sensor synchronization.
- Part Number: 68267020AF, 68267021AF, 68303534AF, 68303535AF, 68267018AN, 68267019AN, 68303488AM, 68303489AM, 68340761AC, 68340762AC, 68340763AC, 68340764AC, 68352651AD, 68352652AD, 68352653AD, 68352654AD
- Comment: There are 16 different software part numbers for the combinations of engine sales codes and associated emissions reporting classes.

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

Recall Schedule :

Description of Recall Schedule : ** 01/11/2018: FCA US will notify dealers and begin notifying owners on or about 03/02/2018.

Planned Dealer Notification Date : MAR 02, 2018 - MAR 02, 2018

Planned Owner Notification Date : MAR 02, 2018 - MAR 02, 2018

* NR - Not Reported