

Part 573 Safety Recall Report

18V-740

Manufacturer Name : Chrysler (FCA US LLC)

Submission Date : MAR 29, 2019

NHTSA Recall No. : 18V-740

Manufacturer Recall No. : U94



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 : 10,260

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2018 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2017-2018 MY Chrysler Pacifica Plug-in Hybrid Electric Vehicle ("PHEV") vehicles may experience engine mis-synchronization which may result in a thermal degradation of the catalyst or nearby components or may lead to a loss of motive power.

Scope was determined to be 2017-2018 MY Chrysler Pacifica PHEV vehicles that were included in the scope of Safety Recall U73 (18V-332) and did receive the suspect Power Control Module ("PCM") updated software flash that was the remedy for Safety Recall U73 (18V-332). Additional vehicles included in this recall were produced between June 11, 2018 and August 7, 2018, at Windsor Assembly Plant ("WAP").

Similar 2017-2018 MY Chrysler Pacifica PHEV vehicles not remedied pursuant to Safety Recall U73 (18V-332) and not identified as being produced with the suspect PCM software are not included in this recall.

Production Dates : AUG 16, 2016 - AUG 07, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : During some auto restart events (where the vehicle has been operating in PHEV propulsion mode, and the gas-fueled engine is attempting to restart in order to take over propulsion), the engine can synchronize 360-degrees out of phase. The detection of this mis-synchronization was not robust in the PCM software. In the PHEV propulsion system, the electric motor will continue to spin the engine in this condition causing significant amounts of unburned fuel to enter the catalyst and potentially ignite.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A mis-synchronized engine could result in a loss of motive power, and/or a potential fire. A loss of motive power can cause a vehicle crash without prior warning. A fire can result in increased risk of occupant injury and injury to persons outside the vehicle.

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 :

- On October 3, 2018, the FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC") organization opened an investigation due to three reports of catalyst overheat in vehicles that had Safety Recall U73 (18V-332) remedy performed, resulting in minor vehicle fires.
- On October 8, 2018, Powertrain Engineering identified root cause associated with the reports.
- As of October 5, 2018, FCA US identified approximately 6 CAIRs, 3 VOQs and 16 field reports potentially related to this issue.
- As of October 5, 2018, total warranty is 57 at 5.12/1000.
- As of October 5, 2018, FCA US is unaware of any accidents or injuries potentially related to this issue.
- On October 12, 2018, 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 update PCM software to detect and correct engine mis-synchronization and to inspect the catalytic converter and replace, if necessary.

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: PCM Software
Part Number: PCM Software
Comment: PCM Software

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

Recall Schedule :

Description of Recall Schedule : **10/19/2018: FCA US will notify dealers and begin notifying owners on or about 12/8/2018.

Planned Dealer Notification Date : DEC 08, 2018 - DEC 08, 2018

Planned Owner Notification Date : DEC 08, 2018 - DEC 08, 2018

* NR - Not Reported