



Recall Temporary Stop Repair Notification – U73

FCA US LLC (FCA US) announced a safety recall on certain 2017 through 2018 (RU) Chrysler Pacifica PHEV vehicles equipped with Cruise Control (Sales Code NHM or NHZ).

REASON FOR THIS STOP REPAIR NOTIFICATION

It has come to the attention of FCA US that the software used to remedy these vehicles may contain issues. Safety Recall U73 is being temporarily restricted until the issue can be determined and corrected. Dealers will be notified once U73 remedy software has been corrected and made available again to continue servicing vehicles.

VINs identified as being involved in this campaign are currently live and searchable. **Stop sale is in effect for the above-identified vehicles.**

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

REASON FOR THIS SAFETY RECALL

The fault handling strategy of the Powertrain Control Module (PCM) software on the above vehicles does not remove positive torque requests from the engine controller if the CAN-C bus stops communicating while the cruise control is requesting positive torque. In the instance of a short in the vehicle causing the CAN-C bus to stop communicating while the cruise control is active and the vehicle speed is below the set speed such that the cruise control system is requesting positive torque at the exact moment of the short, it is possible for a positive torque request to be locked on the PCM which may result in either the vehicle maintaining its current speed or possibly accelerating. If the driver does not shift to neutral or apply the brakes to stop the vehicle this condition can cause a vehicle crash without warning.

SERVICE ACTION

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.