

**U73 Safety Recall - Temporary Stop Notification**By **Mopar** on Monday, August 20, 2018

AUGUST 2018

**U73 SAFETY RECALL 2017-18 PHEV RU PACIFICA  
TEMPORARY STOP REPAIR NOTIFICATION**

It has come to the attention of FCA that the software remedy used in Safety Recall Campaign, U73, contains issues. Safety Recall U73 is temporarily restricted until these issues can be determined and corrected. As of August 17<sup>th</sup>, 2018, the U73 software flash will be unavailable to the dealer network. Dealers will be notified once U73 remedy software has been corrected and is available.

Please cancel any pending U73 customer appointments, advising customers that there has been a delay in the remedy for this campaign until further notice.

**Some of the involved vehicles may be in dealer new vehicle inventory. A Stop Sale is in effect for these un-remedied new vehicles.**

If a customer returns after having U73 completed with the Check Engine Light illuminated and a loss of power is detected, the technician should scan for DTC's. The DTC's P0420-Catalyst System Efficiency Below Threshold Bank 1 and/or P0430-Catalyst System Efficiency Below Threshold Bank 2 may be found. The Diagnostic Flow Chart for these DTC's may lead you to replacing failed catalytic converters.

It is **NOT ADVISED** to replace the catalytic converter on these vehicle. An attempt to replace the catalytic converter to repair the vehicle will result in a repeat failure in 400 miles or less. It is suggested to hold the vehicle at the dealership until a remedied U73 software repair is available.

**Dealerships are encouraged to authorize rental coverage for customers whose vehicles have a failed catalytic converter. Per Warranty Bulletin D-15-15, dealerships may authorize up to 10 calendar days without corporate pre-approval. Please review Warranty Bulletin D-15-15 for further information.**

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

**Thank you for your support!**