



U73 SAFETY RECALL 2017-18 PHEV RU PACIFICA

SOFTWARE FLASH REMEDY - REINSTATED



Effective August 24th, 2018, the U73 Safety Recall has been reinstated and is available to remedy vehicles. On August 17th, 2018, Mopar initiated a temporary stop repair notification to dealers, however, this has been lifted and vehicles can now be remedied.

Please contact all customers whose appointments were cancelled or turned away due to the temporary stop repair notification. Appointments should be rescheduled and remedies should be completed. Please make every effort to engage these customers to return to your dealer for remedy.

In the instance 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 vehicles. An attempt to replace the catalytic converter to repair the vehicle will result in a repeat failure in 400 miles or less. It is recommended to hold the vehicle at the dealership until further notice. 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!