



June 2018

Dealer Service Instructions for:

Safety Recall U50 / NHTSA 18V- 395

Manual Park Release

Remedy Available

2017-2018 (RU) Chrysler Pacifica

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. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Manual Park Release (MPR) on about 240,000 of the above vehicles may be accessed by removal of a shifter over ride plug (Plug) without the use of a screwdriver or other tool. If the MPR is unintentionally actuated, it could result in inadvertent vehicle movement. Inadvertent vehicle movement may result in injury to bystanders, and can cause a vehicle crash without prior warning.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 114 Theft Protection and Rollaway Prevention which requires that if a gear selection control override option (MPR) is present, the device can only be removed (accessed) by using a screwdriver or other tool.

Repair

The MPR Plug must be replaced with revised Plug that require a screwdriver or other tool to remove.

Parts Information

<u>Part Number</u>	<u>Description</u>
6EL33DX9AB	Cover (Plug), Shifter Override (Black)
or	
6EL33PD2AB	Cover (Plug), Shifter Override (Alloy)

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

Replace Manual Park Release Access Cover (Plug)

1. Locate the Manual Park Release access cover (plug) located on the lower left side of the steering column closeout cover (Figure 1).
2. Using a small screwdriver or similar tool, remove the Manual Park Release access cover (plug) (Figure 1).
3. The Manual Park Release access cover is connected to a red tether strap (Figure 2).

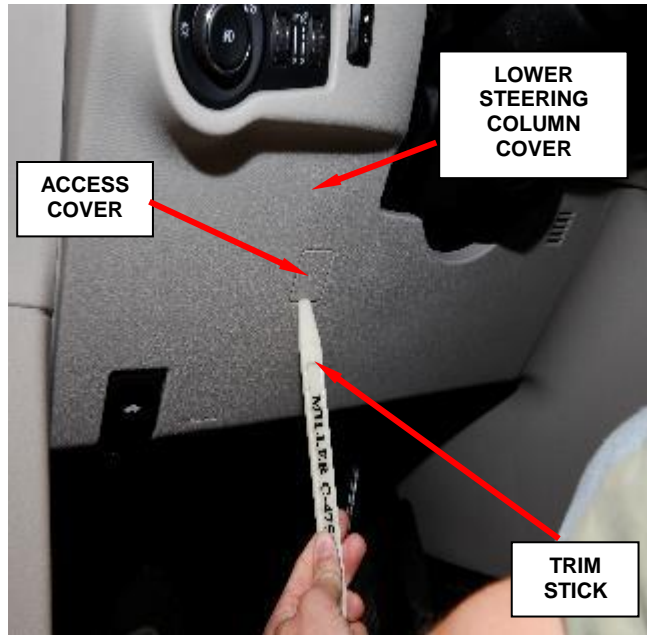


Figure 1 – Manual Park Release Access Cover Location

NOTE: DO NOT pull the tether strap out as far as it will go and release it. The transmission will go in NEUTRAL, allowing the vehicle to be moved.

NOTE: When the lever is locked in the released position, the tether will remain outside of the trim panel and the access cover cannot be re-installed.

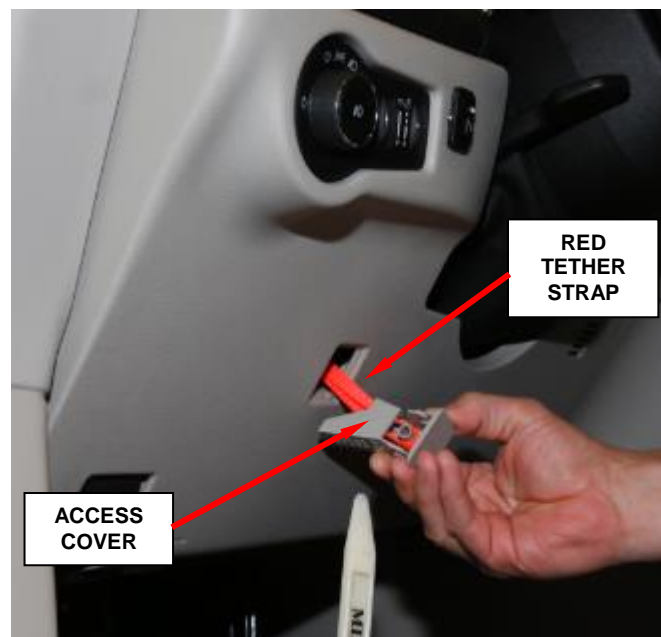


Figure 2 – Red Tether Strap

Service Procedure (Continued)

4. Remove the red tether strap from the original Manual Park Release access cover (plug) (Figure 3).

5. Remove and **DISCARD** the original Manual Park Release access cover (plug) (Figure 3).

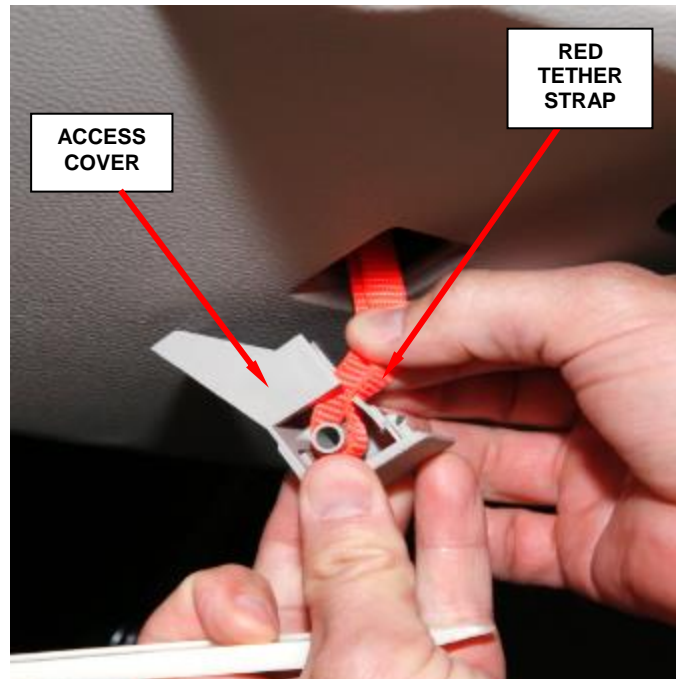


Figure 3 – Red Tether Strap Removal

6. Install the red tether strap on the **NEW** Manual Park Release access cover (plug) as shown (Figure 4).



Figure 4 - Red Tether Strap Installation

Service Procedure (Continued)

NOTE: If the lever is locked in the released position, the tether will remain outside of the trim panel and the access cover cannot be re-installed.

7. If the red tether strap **was** pulled out too far and the transmission **is** in neutral it will be necessary to reset The Manual Park Release using the following steps:
 - a. Apply firm pressure to the brake pedal while seated in the driver's seat.
 - b. Pull the tether strap out again, then release it.
 - c. Allow the tether to retract with the lever back to its original position.
 - d. Verify that the transmission is in PARK.
 - e. Confirm that the tether has retracted fully and install the **NEW** Manual Park Release access cover (plug) to the steering column closeout cover. If the access cover cannot be re-installed, repeat steps a through d.

8. If the red tether strap **was not** pulled out too far and the transmission **is not** in neutral install the **NEW** Manual Park Release access cover (plug) to the steering column closeout cover.

9. Return the vehicle to the customer.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Replace MPR Access Cover (Plug)	21-U5-01-82	0.2 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U50/NHTSA 18V-395

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership

2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment

3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U50.

IMPORTANT SAFETY RECALL

Manual Park Release

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that certain [2017-2018 (RU) Chrysler Pacifica] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 114 – Theft Protection and Rollaway Prevention.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The Manual Park Release (MPR) on your vehicle ^[1] may be accessed by removal of a shifter over ride plug (Plug) without the use of a screwdriver or other tool. If the MPR is unintentionally actuated, it could result in inadvertent vehicle movement. **Inadvertent vehicle movement may result in injury to bystanders, and can cause a vehicle crash without prior warning.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 114 Theft Protection and Rollaway Prevention which requires that if a gear selection control override option (MPR) is present, the device can only be removed (accessed) by using a screwdriver or other tool.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the MPR Plug with revised Plug that require a screwdriver or other tool to remove. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR FREE REPAIR CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.