

FCA US LLC Chronology
2017 MY Chrysler Pacifica Engine Stalling
Submitted 5/3/2018

- On October 23, 2017, the FCA US Vehicle Safety and Regulatory Compliance (“VSRC”) organization received a customer letter alleging stalling a 2017 MY Chrysler Pacifica. A Pre-investigation was opened on that date.
- On October 31, 2017, a new Phase 1 investigation was opened for the general topic of non-hybrid Chrysler Pacifica stalling.
- On November 20, 2017, a cross-functional team began meeting daily to investigate potential influences on non-hybrid Chrysler Pacifica vehicle engine stalling. Team activities included data analysis, vehicle buyback and flight recorder installation in customer vehicles, engineering testing at the FCA US Chelsea Proving Grounds (“CPG”) and evaluation of field return components.
- On November 20, 2017, the first vehicle repurchased for investigation of this issue was delivered to the FCA US Quality Engineering Center and immediately routed to the FCA US CPG for testing.
- On November 24, 2017, the repurchased vehicle experienced four stall events at idle after a period of engineering aggravation testing. Data analysis revealed that the vehicle had lost crankshaft position synchronization for roughly 150 milliseconds during each of those stalls. Further study found a poor engine wiring harness splice in that vehicle had caused brief interruption of power to the crankshaft position sensor during the stall events.
- On November 25, 2017, the cross-functional team reviewed the stall events in the repurchased vehicle. A study of wiring harness quality was initiated at that time. In addition, an investigation was begun to understand why that brief interruption in crankshaft position sensing was not managed by the engine control system to avoid a stall. Those studies continued into the month of December.
- By December 22, 2017, the cross-functional team was identifying a trend of stall incidents that appeared to have similar characteristics, and that the main influence on stalling in 2017 MY Chrysler Pacifica vehicles with 3.6L engines is vulnerability of the control system to loss of crankshaft position synchronization.
- The issue affects all 2017 MY Chrysler Pacifica vehicles with the 3.6L engines both without Engine Stop/Start (Sales Code ERF) and with Engine Stop/Start (Sales Code ERC) built on or before June 29, 2017.
- As of January 22, 2018, FCA US identified approximately 15 legal claims, 13 third party arbitration actions, 76 VOQ’s, 368 CAIRs, 152 field reports, 524 paid warranty claims and 83 other available vehicle service narratives related to this issue.
- As of January 22, 2018, 670 individual vehicles have reported stalling, a rate of 4C/1000 in the production population.
- As of January 22, 2018, FCA US is aware of one alleged accident and no injuries potentially related to this issue.
- On January 4, 2018, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.