



Reprogram Powertrain Control Module

IMPORTANT SAFETY RECALL INFORMATION U64 / NHTSA 18V-332

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear: (Name)

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain **2017 through 2018 model year Chrysler Pacifica vehicles**.

You were mailed a safety recall notice in July 2018 asking you to bring your vehicle in to your local dealer so they could inspect the software level of the Powertrain Control Module (PCM) and if necessary, reprogram the PCM. Our records indicate your vehicle was at your dealership and this recall was subsequently closed.

Due to a recall inspection procedure issue, it was determined that **your vehicle PCM may not have been properly inspected. We ask that you contact your local dealer to have the inspection of the PCM software level performed again. Your dealer will re-inspect your vehicle and make the necessary repair if required, FREE of charge.**

If you have additional questions or concerns about this issue, please contact the FCA US Recall Information Center at 1-800-853-1403. An FCA representative will be glad to answer any further questions you may have regarding this issue.

We apologize for any inconvenience this issue may have caused. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC