



New Safety Recall Advanced Communication – V15

FCA US LLC (FCA US) has announced a safety recall on certain 2018 model year (RU) Chrysler Pacifica vehicles.

VINs identified as being involved in this campaign are currently live and searchable.
Stop sale is in effect for the above-identified vehicles.

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

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. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles may experience a separation of the right front lower control arm ball joint stud from the steering knuckle. A combination of loss of clamp load and inadequate joint engagement could result in a separation of the right front lower control arm from the steering knuckle. If the right lower control arm separates from the steering knuckle, the driver may experience a loss of directional control. A loss of directional control can cause vehicle crash without prior warning.

SERVICE ACTION

FCA US will conduct a voluntary safety recall to inspect the right front knuckle and lower control arm for damage and replace as needed. In addition, replace the right front lower control arm knuckle pinch bolt with a larger-diameter pinch bolt. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 2nd Quarter of 2019.

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