



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

June 11, 2020

Ms. Jennifer Shute  
Sr Mgr Safety Recall Execution  
Chrysler (FCA US LLC)  
800 Chrysler Drive  
CIMS 482-00-91  
Auburn Hills, MI 48326

NEF-150DM  
20V-334

**Subject:** 12V Connection May Overheat Causing Fire

Dear Ms. Shute:

This letter serves to acknowledge Chrysler (FCA US LLC)'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

CHRYSLER/PACIFICA HYBRID/2017-2020

**Mfr's Report Date:** June 9, 2020

**NHTSA Campaign Number:** 20V-334

**Components:**

ELECTRICAL SYSTEM:BATTERY:CABLES  
ELECTRICAL SYSTEM:WIRING:INTERIOR/UNDER DASH

**Potential Number of Units Affected:** 22,449

**Problem Description:**

Chrysler (FCA US LLC) is recalling certain 2017-2020 Pacifica Plug-in Hybrid Electric Vehicles ("PHEV"). The 12 volt isolator post located behind the driver's seat may develop high resistance.

**Consequence:**

A high resistance electrical connection may result in the connection overheating, increasing the risk of a fire with the vehicle on or off.

**Remedy:**

The recall remedy is currently under development. FCA US LLC will notify owners, and dealers will perform an interim inspection of this joint. If the inspection indicates the joint is compromised, owners will receive a loaner vehicle, until a final remedy is developed. Interim notifications are expected to begin around June 22, 2020. Owners may contact FCA US LLC customer service at 1-800-853-1403. FCA US LLC's number for this recall is W46.

Note: Consumers are advised to exercise the following precautions until the vehicle has the final repair completed: do not park these vehicles inside of buildings or structures, or near other vehicles. Additionally, keep liquids out of the backseat area, including but not limited to beverages, wet items, umbrellas, or bottled liquids that may leak.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

**Please ensure the following requirements are met:**

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

**AMENDED 573 REQUIRED.**

We have received FCA's proposed interim owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement