

# Part 573 Safety Recall Report

# 20V-334

**Manufacturer Name :** Chrysler (FCA US, LLC)

**Submission Date :** JUL 23, 2020

**NHTSA Recall No. :** 20V-334

**Manufacturer Recall No. :** W46



## Manufacturer Information :

**Manufacturer Name :** Chrysler (FCA US, LLC)

**Address :** 800 Chrysler Drive  
CIMS 482-00-91 Auburn Hills MI  
48326-2757

**Company phone :** 1-800-853-1403

## Population :

**Number of potentially involved :** 23,079

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2017-2020 Chrysler Pacifica

**Vehicle Type :**

**Body Style :** VAN

**Power Train :** NR

**Descriptive Information :** The recall population includes 2017-2020MY Chrysler Pacifica Plug-In Hybrid Electric Vehicles ("PHEV"). The suspect period began on August 16, 2016, and concluded on June 4, 2020, when shipment of Chrysler Pacifica PHEVs ended. The suspect population was determined using vehicle manufacturing records.

Similar vehicles not included in this recall are not equipped with the PHEV system.

**Production Dates :** AUG 16, 2016 - JUN 04, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** In some circumstances, the 12-volt isolator post may experience a high resistance electrical connection due to inadvertent liquid intrusion. High resistance electrical connections can lead to prolonged heating and a potential vehicle fire with the vehicle on or off.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** A vehicle fire may increase the risk of injury to occupants and persons outside of the vehicle, as well as property damage.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** None

## Involved Components :

Component Name 1 : Wiring Assembly Battery Positive / Isolator Post

Component Description : Exterior wiring assembly / Interior wiring assembly / 12 volt isolator post

Component Part Number : 68242744AF / 68242745AE / 68242743AB

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

- On February 26, 2020, FCA US LLC ("FCA US") Vehicle Safety and Regulatory Compliance ("VSRC") opened an investigation as a result of detecting a potential trend in interior fires originating behind the drivers seat in certain Chrysler Pacifica PHEVs.
- On March 2, 2020, FCA US VSRC determined that a number of Chrysler Pacifica PHEVs have experienced interior fires originating at the 12 volt isolator post located behind the driver's seat.
- On March 11, 2020, FCA US VSRC requested fire reports from FCA Canada. FCA Canada supplied FCA US VSRC with additional reports of interior fires in Chrysler Pacifica PHEVs. Those reports were then analyzed for origin and cause.
- On April 6, 2020, FCA US VSRC conducted a survey of multiple Chrysler Pacifica PHEVs to check for signs of corrosion within the 12 volt isolator post. During the survey, FCA US VSRC recorded low torque values relating to the isolator post on multiple vehicles.
- On April 6, 2020, FCA US VSRC determined water intrusion into the isolator post was possible from the interior of the vehicle.
- Beginning May 4, 2020, FCA US VSRC began acquiring Chrysler Pacifica PHEVs for corrosion and torque testing.
- On May 18, 2020, FCA US VSRC began fastener studies on the affected parts and evaluated torque values.
- As of June 4, 2020, FCA US VSRC has identified 5 CAIRs, 7 field reports, and no warranty claims potentially related to this issue.

- As of June 4, 2020, FCA US VSRC is unaware of any accidents and is aware of 1 minor injury related to this issue.
- On June 4, 2020, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.

## Description of Remedy :

Description of Remedy Program : FCA will conduct a voluntary safety recall on affected vehicles to increase the torque and install a waterproof gasket to the 12v isolator post, the post will also be inspected for signs of contamination. In the event the post is compromised, the 12v isolator post and associated cables will be replaced.

Until the final remedy is available, customers should bring their vehicles to dealers for an interim inspection of this joint. In the event the joint is compromised, a loaner vehicle will be provided. In addition, customers 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. In addition, keep liquids out of the backseat area, including but not limited to beverages, wet items, umbrellas, or bottled liquids that may leak.

FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : \*\* 7/14/2020: Final mailing will begin on or about July 30, 2020.

\*\*06/11/2020: Interim mailing will begin on or about June 22, 2020. Additional verbal outreach to customers will begin as early as June 22, 2020.

\*\*06/09/2020: FCA US will notify dealers and begin notifying owners on or about 07/29/2020.

Planned Dealer Notification Date : JUN 22, 2020 - JUN 22, 2020

Planned Owner Notification Date : JUN 22, 2020 - JUN 22, 2020

\* NR - Not Reported