



# SAFETY RECALL Z11: MY 2017-18 CHRYSLER PACIFICA (RU) PHEV -- CUSTOMER COMMUNICATIONS

The Z11 recall involves model year 2017 and 2018 Chrysler Pacifica Hybrid vehicles for a possible fire event; no other Pacifica models are affected.

Until further notice, the company is advising owners of these hybrid vehicles to refrain from recharging them and to park them away from structures and other vehicles.

**Jeep® Brand plug-in hybrid vehicles with 4xe technology are unaffected.**

Stellantis will contact customers if their vehicles are affected; notification by mail is expected to begin this month. U.S. based customers with additional questions or concerns may call 800-853-1403.

To ensure a consistent message to our customers and avoid misinformation, please ensure your customer-facing dealer personnel have reviewed the following talking points.

## POTENTIAL CUSTOMER COMMUNICATION TOPICS

- **If a customer requires immediate assistance**, please contact Customer Care on the customer's behalf at 800-853-1403.
- **If a customer asks if there a connection between the fires and recharging:** "We have not made that determination. Out of an abundance of caution, we are advising owners of MY17-18 Chrysler Pacifica Hybrid vehicles to refrain from recharging until their vehicles are remedied."
- **If a customer asks if he or she can drive their vehicle:** "We are unaware of any incidents that involve customers driving their vehicle."
- **If a customer asks why the company is not recalling MY19-22 vehicles:** "There is no data to suggest a problem with these vehicles. As with all our vehicles, if we identify a defect, we conduct a safety recall. There is no such finding for any other model years."
- **If a customer asks what is causing the fires:** "We are working to confirm the cause."
- **If a customer asks when the company will complete its investigation:** "We're working as expeditiously as possible, within the confines of scientific and engineering disciplines. Our investigation will conclude when we're satisfied that our findings will protect our customers."
- **If a customer asks if there is a link to a previous recall involving Chrysler Pacifica Hybrid fires:** "No. This campaign is unrelated to any other. The previous Chrysler Pacifica Hybrid campaign involved only the 12-volt battery system and a smaller number of fires."
- **If a customer asks when a remedy will become available:** "The remedy is under development. We are expediting, but with due care. Remedy development is a process that includes numerous steps from validation to writing and distributing repair instructions for service technicians."

Thank you,

Mopar

