

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law



URGENT SAFETY RECALL NOTICE

Your 2018 Chrysler PACIFICA HYBRID LIMITED is under recall for Plug-in Hybrid Electric Vehicle Fires.

To schedule your recall repair contact your dealership or the FCA US Recall Team at [1-800-853-1403](tel:1-800-853-1403).

Recall notice issued to:



Vehicle information:

VIN



2018 Chrysler PACIFICA HYBRID LIMITED

Recall information: Z11/NHTSA 22V-077

Visit recalls.mopar.com for more information or call the FCA US Recall Team at [1-800-853-1403](tel:1-800-853-1403).

Details of the Recall

Some of the above Plug-in Hybrid Electric Vehicles (PHEV) may experience a fire potentially originating in the center of the vehicle underbody with the ignition in the "OFF" mode. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will update the High Voltage Battery Pack Control Module (BPCM) software to monitor battery pack assembly operational status for conditions that could lead to a fire in the battery pack assembly. In addition, we will inspect and if necessary, replace the battery pack assembly. Inspection involves charging and a full diagnostic assessment of the high voltage battery. The estimated repair time is 1.5 to 2 days. While your vehicle is serviced FCA US will provide you a rental vehicle or courtesy transportation free of charge. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience.

How do I schedule my **FREE** repair?

- ◆ Simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations

FCA US LLC Team

1-800-853-1403.

recalls.mopar.com