

Part 573 Safety Recall Report

23V-010

Manufacturer Name : Chrysler (FCA US, LLC)

Submission Date : MAY 16, 2024

NHTSA Recall No. : 23V-010

Manufacturer Recall No. : 03A



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 : 67,117

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2023 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2017-2023 MY Chrysler Pacifica Plug-In Hybrid Electric Vehicles ("PHEVs") may experience a loss of motive power.

The suspect period began on August 12, 2016, when production of the Chrysler Pacifica began, and ended on December 27, 2022, when FCA US LLC ("FCA US") began containing suspect vehicles under plant control. The suspect period was determined using field data, engineering change and production records.

Similar vehicles not included in this recall are not PHEVs or were built after the suspect period.

Production Dates : AUG 12, 2016 - DEC 27, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : An internal transmission wiring connector short or rotor bearing installation defect could result in an unexpected engine shutdown under certain conditions.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An unexpected engine shut down resulting in a loss of motive power can cause a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Harness Assembly

Component Description : Please see attached supplemental information titled "FCA US LLC Recall Part Numbers-03A-RU PHEV-09262023.pdf"

Component Part Number : See attached document referenced above for the low voltage wiring and transaxle part numbers.

Component Name 2 : Transaxle

Component Description : Please see attached supplemental information titled "FCA US LLC Recall Part Numbers-03A-RU PHEV-09262023.pdf"

Component Part Number : See attached document referenced above for the low voltage wiring and transaxle part numbers.

Supplier Identification :

Component Manufacturer

Name : General Cable Industries Inc.

Address : Industrial de las Maquiladoras 11
Nueva Nogales Foreign States 84094

Country : Mexico

Chronology :

- On August 16, 2022, FCA US Technical Safety and Regulatory Compliance ("TSRC") opened an investigation into 2017-2023 MY Chrysler Pacifica PHEVs for a loss of motive power.
- From August 2022, through December 2022, FCA US TSRC conducted an analysis of loss of motive power reports and vehicle history and determined that some of the affected vehicles reported unexpected engine shutdowns under certain conditions.
- As of January 9, 2023, FCA US is aware of six customer assistance records, 242 warranty claims, and 59 field reports potentially related to this issue for all markets with dates of receipt ranging from February 17, 2018, to

November 1, 2022.

- As of January 9, 2023, FCA US is not aware of any accidents or injuries potentially related to this issue for all markets.
- On January 9, 2023, 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 US will conduct a voluntary safety recall on all affected vehicles to update the Power Inverter Module ("PIM") software, and if necessary, update the instrument panel cluster ("IPC") software, and the engine control module ("ECM") software. FCA US will provide a Warranty Extension (FCA campaign ID #XE1) for all impacted customers experiencing messaging related to the defect to replace the transmission. Warranty Extension terms are unlimited years/unlimited mileage.

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 : Remedy is a PIM, IPC and ECM software update for 2017-2018 model year vehicles and a PIM software update for 2019-2023 model year vehicles providing messaging to the customer and sufficient drive time to exit traffic.

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

Recall Schedule :

Description of Recall Schedule : **05/18/2023: FCA US will notify dealers and begin notifying owners on or about 07/18/2023 for 2017-2018 model year vehicles.

**03/14/2023: FCA US started notifying dealers and owners, in phases, starting with 2022-2023 model year vehicles on 02/23/2023. FCA US will notify dealers and begin notifying owners on or about: 03/21/2023 for 2021 model year vehicles, 05/02/2023 for 2019-2020 model year vehicles, and 06/15/2023 for 2017-2018 model year vehicles.

**01/17/2023: FCA US will notify dealers and begin notifying owners on or about 03/08/2023.

Planned Dealer Notification Date : MAR 08, 2023 - MAR 08, 2023

Planned Owner Notification Date : MAR 08, 2023 - MAR 08, 2023

* NR - Not Reported