



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 22, 2024

Ms. Karen Blaesser  
Sr. Manager - Campaign Administration & Execution  
Chrysler (FCA US, LLC)  
800 Chrysler Drive  
Auburn Hills, MI 48326

NEF-107ES  
24V-538

**Subject:** Vehicle Fire When Parked

Dear Ms. Blaesser:

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/2019-2021

**Mfr's Report Date:** July 18, 2024

**NHTSA Campaign Number:** 24V-538

**Components:**

HYBRID PROPULSION SYSTEM

**Potential Number of Units Affected:** 3,606

**Problem Description:**

Chrysler (FCA US, LLC) is recalling certain 2019-2021 Pacifica Plug-In Hybrid Electric (PHEV) vehicles. The battery pack may cause a vehicle fire when parked, even with the ignition in the "Off" position.

**Consequence:**

A vehicle fire increases the risk of injury.

**Remedy:**

Owners are advised not to charge their vehicles, and to park outside and away from structures, until they are repaired. Dealers will update the high voltage battery pack control module (BPCM) software. In addition, dealers will inspect and if necessary, replace the battery pack assembly. Repairs will be performed free of charge. Owner notification letters are expected to be mailed September 6, 2024. Owners may contact FCA US LLC customer service at 1-800-853-1403. FCA US LLC's number for this recall is 72B. This recall is an expansion of NHTSA recall number 22V-077.

**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.nhtsa.gov](http://www.nhtsa.gov).



Please ensure the following requirements are met:

Amend the description of the defect, including both a brief summary and a detailed description of the nature and physical location (if applicable) of the defect once the second unidentified factor is determined (49 CFR 573.6 (c)(5)).

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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).

As stated in Part 573.7, submission of the first of eight 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.

Chrysler (FCA US, LLC)'s contact for this recall will be Emily C. Smith who may be reached by email at [emily.c.smith@dot.gov](mailto:emily.c.smith@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement