

Part 573 Safety Recall Report

24V-538

Manufacturer Name : Chrysler (FCA US, LLC)**Submission Date :** JAN 23, 2025**NHTSA Recall No. :** 24V-538**Manufacturer Recall No. :** 72B**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 : 3,606

Estimated percentage with defect : 5 %

Vehicle Information :

Vehicle 1 : 2019-2021 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2019 - 2021MY Chrysler Pacifica Plug-In Hybrid Electric Vehicles ("PHEV") may have been built with a High Voltage ("HV") battery pack which may contain cells manufactured with a folded or torn anode tab.

The suspect period began on April 30, 2018, when production of Chrysler Pacifica PHEVs manufactured with suspect HV battery packs began, and ended on October 26, 2021, when production of Chrysler Pacifica PHEVs manufactured with suspect HV battery packs ended. Vehicle and HV battery pack production records were used to determine the suspect period.

Similar vehicles not included in the recall are not PHEVs, or were built with battery packs assembled outside of the suspect battery pack production period, or are previously covered under FCA US Recall ID Z11 (NHTSA Recall ID 22V-077) ("Z11").

Production Dates : APR 30, 2018 - OCT 26, 2021

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : A folded or torn anode tab may result in the generation of lithium by-product over time. This defect, along with a second unidentified factor, may lead to an internal short within the pack and may result in a vehicle fire.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside 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 : Hybrid Battery Pack Assembly

Component Description : Please see attached supplemental information titled "FCA US LLC 72B Involved Component Part Numbers Chrysler Pacifica PHEV Battery Pack Assembly -07182024.pdf"

Component Part Number : See attached document referenced above for Chrysler Pacifica PHEV battery pack assembly part numbers

Supplier Identification :

Component Manufacturer

Name : LG Energy Solution Michigan, Inc

Address : 1 LG Way
Holland Michigan 49423

Country : United States

Chronology :

- On February 6, 2022, FCA US LLC ("FCA US") determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall on certain Chrysler Pacifica PHEVs, Z11.
- Since February 6, 2022, when recall Z11 was launched, FCA US and LG Energy Solution ("LGES") has worked to determine root cause. This includes, but is not limited to, the analysis of field reports and vehicle buybacks, vehicle data, thermal reproduction tests, and battery pack teardowns.
- In April 2024, FCA US was notified of a Chrysler Pacifica PHEV which experienced a fire originating from the HV battery pack after receiving the Z11 remedy. The battery pack was returned to LGES for further analysis, and they confirmed the presence of a torn anode tab in one of the cells in the battery pack. A second factor has not been identified.

- In April 2024, FCA US identified additional Chrysler Pacifica PHEVs which may have been built with a folded or torn anode tab.
- On May 23, 2024, the FCA US Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation into some 2019-2021 Chrysler Pacifica PHEV vehicles potentially built with a HV battery pack which may contain suspect cells manufactured with a folded or torn anode tab, plus another factor.
- As of June 12, 2024, LGES communicated to FCA US that the most likely root cause of recall Z11 is a folded or torn anode tab plus another factor.
- As of June 12, 2024, FCA US is not aware of any customer assistance records, warranty claims, or field reports potentially relating to this issue for all markets.
- As of June 12, 2024, FCA US is not aware of any accidents or injuries potentially related to this issue for all markets.
- On July 11, 2024, 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 HV Battery Pack Control Module ("BPCM") with revised software to monitor battery pack assembly operational status for conditions that could lead to a fire in the battery pack assembly. FCA US will inspect and, if necessary, replace the battery pack assembly. Until the remedy is complete, FCA US is advising owners of these hybrid vehicles to refrain from recharging them, and to park them away from structures and other vehicles.

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 revised BPCM software to monitor battery pack assembly operational status for conditions that could lead to a fire in the battery pack assembly. FCA US will inspect and, if necessary, replace the battery pack assembly.

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

Recall Schedule :

Description of Recall Schedule : **01/23/2025: FCA US notified owners with an Interim letter on 08/01/2024 and will begin notifying owners of remedy availability with a Final letter on or about 03/06/2025.

**07/18/2024: FCA US will notify dealers and begin notifying owners on or about 09/06/2024.

Planned Dealer Notification Date : SEP 06, 2024 - SEP 06, 2024

Planned Owner Notification Date : SEP 06, 2024 - SEP 06, 2024

* NR - Not Reported