



## **New Safety Recall Advanced Communication – 72B**

FCA US LLC (FCA US) has announced a safety recall on certain 2019 - 2021 model year (RU) Chrysler Pacifica Plug-In Hybrid Electric Vehicles (PHEV).

VINs identified as being involved in this campaign are currently live and searchable. **Stop sale is in effect for the above-identified vehicles.**

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

### **REASON FOR THIS SAFETY RECALL**

Some of the above vehicles may have been built with a High Voltage (HV) battery pack which may contain cells manufactured with a folded or torn anode tab that could 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. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

### **SERVICE ACTION**

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. The remedy for this condition is not currently available. Dealers will be notified of the launch of this safety recall by way of established communication methods. This recall is estimated to launch in 4th Quarter of 2024.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries regarding involved vehicles.

Customer Services Field Operations  
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

72B/NHTSA 24V-538

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

1. Visit [recalls.mopar.com](https://recalls.mopar.com) to sign up for email or SMS notifications for when remedy parts become available. You will be asked to provide your Vehicle Identification Number (VIN), provided above.
2. Scan below using your smartphone or tablet to sign up to be notified when remedy parts become available.

QR Code

3. Wait for FCA US to contact you again, by mail, with a follow-up recall notice when remedy parts are available.
4. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can sign you up to be notified when remedy parts become available, or answer any other questions you may have.

# IMPORTANT SAFETY RECALL

## High Voltage Battery

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2019 - 2021 model year (RU) Chrysler Pacifica] Plug-In Hybrid Electric Vehicles (PHEV)s.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The High Voltage (HV) battery pack your vehicle <sup>[1]</sup> was built with may contain cells manufactured with a folded or torn anode tab that could 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. **A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.**

**Until further notice, FCA is advising owners of these hybrid vehicles to refrain from recharging the high voltage battery, and to park them away from structures and other vehicles.**

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

**The remedy for this condition is not currently available.** We are making every effort to finalize the remedy, and will service your vehicle free of charge (parts and labor) when the remedy is available.

FCA US LLC will contact you again, by mail, with a follow-up recall notice when the remedy is available. Once you receive your follow-up notice, simply contact your Chrysler, Jeep®, Dodge or RAM dealer right away to schedule a service appointment <sup>[2]</sup>. Additional options for your next steps are included on the left side of this notification. We appreciate your patience.

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](https://www.fcarecallreimbursement.com) to submit your reimbursement request online <sup>[3]</sup>. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

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

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall 72B.



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.