



NUMBER: 08-062-20

GROUP: 08 - Electrical

DATE: June 5, 2020

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SUBJECT:

Notification Tone Change for Pedestrian Alert System

OVERVIEW:

This bulletin serves as awareness for a new sound notification for the Pedestrian Alert System.

MODELS:

2020 (RU) Chrysler Pacifica (PHEV)

NOTE: This bulletin applies to vehicles built on or after April 01, 2020 (MDH 0401XX) equipped with a 3.6L V6 Hybrid Engine (Sales Code EH3).

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

SYMPTOM/CONDITION:

The customer may report an abnormal noise from the front or rear of the vehicle when stopped, or when accelerating at speeds below 40 kph (25 mph) (in drive) and speeds below 11 kph (7 mph) (in reverse).

DISCUSSION:

Starting half way through the 2020 MY production, government regulations require a new audible tone from the pedestrian alert system. This tone will be noticeably different when compared to an earlier build vehicle. The tone will increase in volume as the vehicle accelerates approximately 40 kph (25 mph), and may lead customers to believe something is wrong with the vehicle. If the noise is confirmed to be the Pedestrian Alert System, no repairs should be attempted, this is normal operation.

Duplicate the concern per the customers description and confirm if the noise is the Pedestrian Alert System.

NOTE: An example of the new tone can be heard from Service Library. Refer to the detailed service procedures available in DealerConnect> Service Library under: 08 - Electrical / 8B - Chime/Buzzer/Driver Assist / Speaker, Pedestrian Alert / Description and Operation.

POLICY:

Information Only