



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 16, 2019

Ms. Jennifer Shute  
Sr Mgr Safety Recall Execution  
Chrysler (FCA US LLC)  
800 Chrysler Drive  
CIMS 482-00-91  
Auburn Hills, MI 48326

NEF-150SS  
19V-348

**Subject:** Engine Stall or Loss of Power Steering Assist

Dear Ms. Shute:

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/2017-2019

**Mfr's Report Date:** May 9, 2019

**NHTSA Campaign Number:** 19V-348

**Components:**

ELECTRICAL SYSTEM:BATTERY

**Potential Number of Units Affected:** 198,731

**Problem Description:**

Chrysler (FCA US LLC) is recalling certain 2017-2019 Pacifica vehicles equipped with engine stop/start systems. A loose battery ground connection may result in an intermittent loss of power steering assist and/or a stall.

**Consequence:**

A loss of power steering assist or a stall can increase the risk of crash.

**Remedy:**

Chrysler will notify owners, and dealers will inspect the battery ground surfaces, clean the contact surfaces as needed, and properly reassemble the ground connection, free of charge. The recall is expected to begin June 28, 2019. Owners may contact Chrysler customer service at 1-800-853-1403. FCA US' number for this recall is V53.

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

We have received Chrysler's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

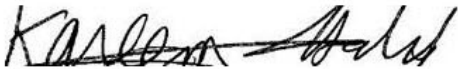
Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement