

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W46/NHTSA 20V-334

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. Visit 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

12-Volt Isolator Post Connection

Dear [Name],

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

FCA US has decided that a defect, which relates to motor vehicle safety, exists in certain [2017-2020 Model Year (RU) Chrysler Pacifica] Plug-In Hybrid vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

In some circumstances, the 12-volt isolator post on your vehicle ^[1] may experience a high resistance electrical connection. The root cause of this high resistance connection is not known at this time. High resistance electrical connections can lead to prolonged heating and a potential vehicle fire with the vehicle on or off. **A vehicle fire may increase the risk of injury to occupants and persons outside of the vehicle, as well as property damage.**

Customers are advised to exercise the following precautions until the vehicle has the final repair completed: do not park these vehicles inside of buildings or structures and avoid parking near other vehicles. In addition, keep liquids out of the backseat area, including but not limited to beverages, wet items, umbrellas, or bottled liquids that may leak.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

The final remedy for this condition is not currently available. Customers should bring their vehicles to dealers for an interim inspection of the 12-volt isolator post connection joint. In the event the joint is compromised, a loaner vehicle will be provided.

If the vehicle is returned to you after the interim inspection, you are still advised to exercise the precautions mentioned above until the final remedy is established.

We are making every effort to establish the final remedy as quickly as possible, and will service your vehicle free of charge (parts and labor).

FCA US 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 ^[2]. 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 to submit your reimbursement request online ^[3]. 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 W46.



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.

[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.