



Recall Z11

Chrysler Pacifica Plug-In Hybrid Electric Vehicles ("PHEVs")

Resource Guide

September 2022





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Safety Recall Z11:

Applies to all 2017 -2018 model year Pacifica Plug-In Hybrid Electric Vehicles (PHEV)

Some vehicles experienced fires that may have originated at the center of the vehicle underbody where the high voltage ("HV") battery pack assembly is located.

To assist with this campaign, this resource guide has been developed to ensure an exceptional level of customer service and efficient execution during the repair process.

This document encompasses important dealer procedures, owner communication, customer handling, FAQs and contact information.

Important Information:

- Mailings for the Interim letters were completed in February 2022. A final recall notification will be mailed to owners advising them to call their dealer to schedule an appointment. In addition, FCA will also enact a customer outreach program.
- Included in this guide are Customer Care and Dealer service processes that provide specific actions to ensure compliance and an enhanced customer experience.

We are counting on your expertise to support and provide these customers and their vehicles the highest priority in your stores.

Thank you for your support and commitment to Mopar service quality.



Fixed Operations Best Practices

Proper customer handling will help ensure we provide a best-in-class service experience for our customers. It is strongly recommended you identify a single point of contact to help schedule appointments, answer questions, etc. This dealership expert will aid in assisting customers and ensuring a positive service experience. This single point of contact can be a Service Manager or Service Advisor. This is the person who Customer Care will first attempt to reach when scheduling these appointments.

It is important to understand this is an electrical charge / test and not a typical "service bay" repair. Below are some best practices and suggestions.

Dealer Best Practices & Suggestions:

- Identify a single point of contact for customer handling

- Set proper expectations with the customer for the expected repair time

- This repair will necessitate the vehicle be kept at the dealership overnight – it is important to ensure all service & parts staff understand the length of time involved in this recall repair

- Scheduling will need to be based upon the number of chargers you have available / repair time needed (Example: 3 Chargers = 3 Repairs per day)

- Ensure all advisors and technicians are familiar with the repair process.** Interruption of the repair process/steps may lead to re-starting the repair and additional time to complete.

- Due to the time required for this repair, the customer will likely need alternate transportation. Work to accommodate customer requests for loaner / pickup & delivery / shuttle service / rideshare (see bulletin D-22-01 Rev C.)

- If the customer expresses concern about the recall or repair process, please reference the repair Q&A section of this dealer guide beginning on page 12 of this document.

- Follow-up with customer within 72 hrs after repair completion to ensure customer satisfaction.

For any additional questions or concerns please immediately reach out to your Area Manager.



Copy of Final Repair Notification to customers (October 2022)

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Z11/NHTSA 22V-077

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**

Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership

2. Call the FCA Recall Assistance

Center at **1-800-853-1403**. An agent can confirm part availability and help schedule an appointment.

3. Visit recalls.mopar.com, scan the

QR code below, or download the Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall Z11.

IMPORTANT SAFETY RECALL

Plug-in Hybrid Electric Vehicle Fires

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 – 2018 Model Year (RU) Chrysler Pacifica PHEV] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

Some of the above Plug-in Hybrid Electric Vehicles (PHEV) may experience a fire potentially originating in the center of the vehicle ⁽¹⁾ underbody with the ignition in the "OFF" mode. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

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 until your vehicle is remedied.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ⁽²⁾ free of charge (parts and labor). To do this, your dealer will update the High Voltage Battery Pack Control Module (BPCM) software to monitor battery pack assembly operational status for conditions that could lead to a fire in the battery pack assembly. In addition, we will inspect and if necessary, replace the battery pack assembly. Inspection involves charging and a full diagnostic assessment of the high voltage battery. The estimated repair time is **1.5 to 2 days**. While your vehicle is serviced FCA US will provide you a rental vehicle or courtesy transportation free of charge. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

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



PLEASE ACCESS
SERVICE LIBRARY
OR
RECALL CENTRAL
FOR Z11 REPAIR
INSTRUCTIONS



To obtain a replacement HV Battery Pack a STAR Case must be created.

- A Vehicle Scan Report and ECU details page must be attached to the STAR case for each vehicle
- Selecting "Z11 Hybrid Battery Recall" when opening a case will ensure it is handled by the appropriate technical support personnel

Your Information

Vehicle Information

Repair Information

Review/Submit

< Back

Cancel

Save

Continue >

REPAIR INFORMATION

LIST THE MOPAR/AFTERMARKET ACCESSORIES

ATTACH REPORT (VEHICLE SCAN, DATA RECORDINGS, PCM FREEZE FRAME, CONFIGURATION, TCM EVENT DATA, OTHER)

Attach Report

Note PCM Freeze Frame Data and/or TCM Event Data required for fault codes.

WHY HAVE YOU NOT PROVIDED A SCAN AND CONFIGURATION REPORT?

SCAN TOOL SOFTWARE VERSION (INCLUDING RELEASE LEVEL)

SELECT NEXT STEP *

I will wait for STAR response

(All responses will be posted to this portal)

I will call STAR Help Desk

(Note only technicians with a sufficient training level have the option to call the STAR Help Desk for direct assistance after submitting their request.)

I will text STAR through XP message

(Note all technicians have the option to text the STAR Help Desk for direct assistance after submitting their request)

Z11 Hybrid Battery Recall

(Note all technicians dealing with issues on the Z11 recall will be posted for specialized STAR Agents)



Customer Care Outreach Process – A Z11 Recall Specialists will proactively contact Dealers to help schedule appointments with the Dealership Z11 point of contact in service. It's critical that appointments adhere to the estimated repair timeline (1 car per EV charger per day), to ensure Z11 customer appointments do not overlap.

- Perform outbound calls to all customers that have reached out regarding Z11.
 - Call Priority:
 1. Rental Customers
 2. Gift Card Recipients
 3. Consumers who requested to be notified when the remedy is available
 4. Contact the remaining customers with the open recall
 - Upon contacting the customer, the Specialist will schedule the appointment with the dealer on the customers behalf. The Specialist will verify if the customer desires a loaner vehicle and if they require pick-up (if applicable).
 - Attempt to schedule an appointment with the Dealer on separate line during the call
 - Provide Dealership contact to the customer
 - Warm transfer to the Dealership

- Z11 Recall Specialist contacts customer, apologizes for the delay, informs them that the recall remedy is available
- Coordinates repair date/time with Dealer and customer (refer to Dealer script)
- Work with Dealer to provide one of the following service/transportation alternatives:
 - Alt 1) Courtesy Transportation loaner - something comparable as able
 - Alt 2) Rental – through rental agency
 - Alt 3) Existing Rental - If consumer is already in an approved rental maintain through remedy fix
 - Alt 4) Ride Share, Dealership Pickup and Delivery, or Shuttle Service (to and from Dealer)
- Specialist sends confirmation appointment email/text (customer preference) with service details to the customer
- Post-recall completion: Customer Care follows up with customer
 - Confirms service satisfaction
 - Reference the goodwill LOF package, and thank them for being a loyal customer



Chrysler Commitment Checklist: Ensuring Highest Level of Customer Service

Proactively reach out to customers regarding recall repair scheduling (utilize Open Recall list)

Schedule repair considering repair requires 1.5 days and access to a charging port
If requested, dealer to provide pickup of Pacifica PHEV and/or delivery of loaner
Dealer to provide alternative transportation (in alignment with Goodwill Alternate Transportation guidelines on Warranty Bulletin D-22-01 Rev C unless otherwise indicated)

- Alt 1) Courtesy Transportation loaner - something comparable as able
- Alt 2) Rental Vehicle
- Alt 3) Existing Rental - If consumer is already in an approved rental maintain through remedy fix
- Alt 4) Ride Share, Dealership Pickup and Delivery, or Shuttle Service (to and from Dealer)

Every Pacifica PHEV will be returned with a full charge

Every Pacifica PHEV will be returned with a full tank of fuel

At time of scheduling, ask customer if they would like their Pacifica PHEV returned with exterior and interior wash

- Receive complimentary exterior car wash
- Front interior carpet will be vacuumed
- Front wiped out (dash, steering wheel, and armrest)

Ensure protective covering has been removed from seat and footwells

Car will be returned with customer preferences of seat position, radio station, and temperature settings returned the same as when the vehicle was brought in

Any other customer concerns on repair orders have been completed

Dealer to follow up with customer within 72 hrs. post recall completion

Note: Same process should be followed if the customer schedules an appointment directly with the dealership or through Customer Care.

Use appropriate Special Service LOPs for all affected customers:

95-██████-51 - High Line Vehicle Service Loaner: ██████████
(██████████ vs. standard; ██████████ vs. competitive-make vehicle)

95-██████-52 - Rental Vehicle: up to ██████████
(██████████ vs. standard; ██████████ vs. competitive-make vehicle – validation of charges will occur upon claim submission)

95-██████-59 - Vehicle Fuel Fill: ██████████
(must include fuel receipt with claim)

95-██████-50 - Wash Exterior and Interior: ██████████
(Exterior Car Wash; Front interior carpet vacuum; wipe down front dash, steering wheel and armrest)



Increased Loaner Reimbursement

- Dealer is to offer alternative transportation in conjunction with Recall Z11 to reduce inconvenience for customer and increase customer satisfaction.
- Increased Day rates for Loaner vehicles have been enacted to support putting a consumer in a comparable vehicle that aligns with their needs:
 - High Line Vehicle Service Loaner (up to [REDACTED]) LOP 95-[REDACTED]-51
 - Rental Vehicle (up to [REDACTED]) LOP 95-[REDACTED]-52

Standard Reimbursements based on Goodwill Alternate Transportation

- Alternative transportation can be offered as alternative to Loaners, based on dealer capabilities and customer needs.
 - These are in alignment to the Goodwill Alternate Transportation Program as outlined in Bulletin D-22-01 Rev C.:
- Ride share: Up to [REDACTED] – Receipt required
 - For Rideshare, a receipt must be attached to the claim for the amount requested
 - Travel from Dealer: LOP 95-[REDACTED]-53
 - Travel to Dealer: LOP 95-[REDACTED]-52
 - Pickup and Delivery: * [REDACTED] way
 - Pickup: LOP 95-[REDACTED]-50
 - Delivery: LOP 95-[REDACTED]-51
 - Shuttle Service: [REDACTED] way*
 - LOP 95-[REDACTED]-51

*For both Pickup/Delivery and Shuttle Service, the dealer must keep a log of the customers who are serviced that contains all necessary information: Customer name, VIN, date of service, and RO

NOTE: Only one form of alternate transportation can be used per repair visit.

SEE OFFICIAL BULLETIN FOR ALL DETAILS



Customers included in this recall will receive:

Mopar Vehicle Protection Essential Care Package

- Two Year, Three LOF plan



- ▶ - Up to 3 Oil Changes, incl. Oil/ Oil Filter and Lube (██████)
 - Up to 3 Tire Rotation Services (██████)
- Note: Dealer payment shown reflects updated reimbursement rates.

The service contract will be offered after the Z11 recall completion and will be auto applied to the affected VIN.

- Please have customer allow up to 10 Business Days after Z11 completion for implementation of their complimentary 2 Year Essential Care Package
- Please note that 1-3 year Terms are non-transferable
- For any concerns please contact the Customer Care Team (800-853-1403)

Once the Complimentary Essential Care Package has been implemented an electronic copy will be distributed to the provided customer's email which includes the policy number; and that a hard copy will be mailed in approximately 5-7 business days.



General Questions and Answers

Who is making the initial contact to the customer?

Customer Care will continue working with customers and dealers who have active cases to confirm availability and scheduling for the service. Dealers should begin internal outreach for customer scheduling.

What if the customer is already in a loaner?

The customer can remain in the loaner, continue to work with your Business Center representative as required.

Who coordinates the rental, dealer CTP loaner or Enterprise, with the customer?

- The dealer should coordinate a vehicle, from their CTP loaner fleet or Enterprise.
- If a dealer CTP fleet loaner is utilized using LOP for this recall (LOP 95-██████████51, up to ██████████)
- If Enterprise is utilized, Enterprise will bill the dealer through the current rental process and the dealers claims the loaner using the Enterprise loaner LOP for this recall (LOP 95-██████████-52; enter LOP and invoice amount)

What if the customer is already in a loaner?

The customer can remain in the loaner, continue to work with your Business Center representative as required.

If my dealership personnel delivers a CTP vehicle to and from the customer's location of choice, will they be covered by the provided CTP insurance?

Yes, however only if the vehicle is driven during regular business hours and by employees that are eligible drivers on the dealer's garage policy.



Repair Questions and Answers

Do all vehicles require a part replacement?

No, very few vehicles are expected to require a high voltage battery replacement.

Can this software flash occur off-site?

No, the vehicle is required to be located at the dealership with access to Level 2 charging. The battery integrity check requires several hours of “soak” (rest period after charging) time for validation of the battery operational status.

What level tech can perform the repair flash or part replacement?

- Perform a flash, the technician needs to be at least a level 0 technician and familiar with vehicle software flashing
- For replacement of the high voltage battery replacement, the technician must be at least a Level 2, in skill category 6 Electrical Body Systems. In addition, they have had to complete (or have equivalency) [REDACTED] - High Voltage Safety Applications
- Highly recommended, is the level 3 course, [REDACTED] Hybrid Operation and Diagnosis

If a customer declines to have the repair completed, who should I contact?

Your Area Manager.

Am I required to both charge and fill the fuel tank of every vehicle I perform the recall on?

To ensure all our PHEV customers receive the highest level of treatment and have an exceptional experience, it is highly recommended to fill the fuel tank. The recall remedy procedure requires full battery charging.

If the battery pack is replaced will the original battery need to be returned?

The high voltage battery return is required for this campaign, please follow the directions as described in the I-sheet. Failure to return the pack within 30 days will result in a charge back of the core value.

Who should I contact if I encounter issues when performing the recall?

Requests for technical support should be directed to the STAR Center: 800-850-7827



Flash Questions and Answers

What should be done if the software update fails, or the software update can not be completed?

If the software update fails, verify there is good Wi-Fi reception. If reception is good, attempt the flash again. If the flash fails again or the software update can not be completed, contact wiTECH Helpdesk (preferred): support@witechtools.com or 888-wiTECH1.

What should be done if the vehicle is rendered immobile due to a flash failure?

This is not an expected condition of the software flash. Requests for technical support should be directed to the STAR Center: 800-850-7827



How long with the repair take?

- The software updates and battery pack integrity validation will require the vehicle to be held 1.5 to 2 days
- In the rare instance your vehicle requires the high voltage battery pack to be replaced, the repair time would be communicated to you at that time

What will the remedy do?

The remedy alerts the driver and will restrict continued vehicle operation and/or battery recharging until the vehicle is serviced appropriately.

Have you had to replace many batteries?

Battery-replacement is a rare procedure. The Chrysler Pacifica Hybrid continues to earn third-party endorsements and earn customer commendations.

How can you have a remedy without a root cause?

We have identified conditions that potentially precede fire. The remedy addresses those conditions.



STAR SUPPORT:

(800) 850-STAR (7827)

For technical assistance and to create a STAR Case

WARRANTY HOTLINE:

(888) 255-2616

Questions regarding claim processing instructions and guidelines for recall Z11 can be directed to the warranty hotline. (M-F 8AM-6PM EST)

RECALL ASSISTANCE HOTLINE:

(800) 853-1403

Dedicated team to answer questions (M-F 7AM-11PM ET)