



New Safety Recall Advanced Communication – Z11

FCA US LLC (FCA US) has announced a safety recall on certain 2017 and 2018 Model Year (RU) Chrysler Pacifica vehicles equipped with a 3.6L PHEV Hybrid Engine.

VINs identified as being involved in this campaign are currently live and searchable.

REASON FOR THIS SAFETY RECALL

Some of the above Plug-in Hybrid Electric Vehicles (PHEV) have experienced fires. The defect has not yet been identified and the root cause of these fires is still being investigated. A vehicle may experience a fire, even 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.

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.

SERVICE ACTION

FCA US will conduct a voluntary safety recall on all affected 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.

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