

# Part 573 Safety Recall Report

# 22V-865

**Manufacturer Name :** Chrysler (FCA US, LLC)**Submission Date :** JUL 13, 2023**NHTSA Recall No. :** 22V-865**Manufacturer Recall No. :** ZB7**Manufacturer Information :**

Manufacturer Name : Chrysler (FCA US, LLC)

Address : 800 Chrysler Drive  
CIMS 482-00-91 Auburn Hills MI  
48326-2757

Company phone : 1-800-853-1403

**Population :**

Number of potentially involved : 62,909

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2021-2023 Jeep Wrangler

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2021-2023 MY Jeep Wrangler 4xe vehicles equipped with the 2.0L Plug-in Hybrid Electric Vehicle ("PHEV") engine.

The suspect period began on September 2, 2020, when the 2021 MY production began, and ended on August 17, 2022, when the 2023 MY production began with updated vehicle control software. The suspect period was determined using supplier and vehicle production records.

Similar vehicles not included in the recall population are not equipped with the PHEV engine or were built after the suspect period.

Production Dates : SEP 02, 2020 - AUG 17, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Some 2021-2023 MY Jeep Wrangler 4xe vehicles equipped with the 2.0L PHEV may experience an engine shut down condition caused by diagnostic reactions to faults caused by loss of communication between the Transmission Control Module and the Hybrid Control Processor.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An engine shut down condition may result in an unexpected loss of motive power while driving, which can cause a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

## Involved Components :

Component Name 1 : ZF Transmission Control Calibration

Component Description : Please see the attached supplemental information titled "FCA USA LLC ZB7 Involved Component Part Numbers Jeep Wrangler PHEV Vehicle Control Calibrations - 07132023.pdf"

Component Part Number : See attached document referenced above for the vehicle control calibration part numbers.

## Supplier Identification :

### Component Manufacturer

Name : ZF Group

Address : 12001 Tech Center Drive  
Livonia Michigan 48150

Country : United States

## Chronology :

- On September 8, 2021, FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") opened an investigation into 2021-2023 MY Wrangler 4xe PHEVs for a loss of motive power.
- From September 2021, through October 2022, FCA US TSRC conducted an analysis of stall reports and vehicle history and determined that the affected vehicles reported multiple cause and correction details with varied commonality.
- As of November 3, 2022, FCA US is aware of 112 customer assistance records, 196 warranty claims, and 65 field reports potentially related to this issue for all markets with dates of receipt ranging from December 17, 2020, to October 26, 2022.
- As of November 3, 2022, FCA US is aware of two accidents and one injury potentially related to this issue for all markets.
- On November 17, 2022, FCA US determined, through the Vehicle Regulations Committee, to conduct a

voluntary safety recall of the affected vehicles.

## Description of Remedy :

**Description of Remedy Program :** FCA US will conduct a voluntary safety recall on all affected vehicles to update vehicle control software.

FCA US has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, FCA US, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

**How Remedy Component Differs from Recalled Component :** Root cause unknown. There is more than one involved component and calibration software. Remedy is updated calibration software in the Transmission Control Module, Hybrid Control Processor and Auxiliary Hybrid Control Processor that changes fail safe from shut down to limp home.

**Identify How/When Recall Condition was Corrected in Production :** NR

## Recall Schedule :

**Description of Recall Schedule :** \*\*11/23/2022: FCA US will notify dealers and begin notifying owners on or about 01/12/2023.

**Planned Dealer Notification Date :** JAN 12, 2023 - JAN 12, 2023

**Planned Owner Notification Date :** JAN 12, 2023 - JAN 12, 2023

\* NR - Not Reported