



New Safety Recall Advanced Communication – 03A

FCA US LLC (FCA US) has announced a safety recall on certain 2017 through 2023 Model Year (RU) Chrysler Pacifica Plug-in Hybrid Electric Vehicles (PHEV).

VINs identified as being involved in this campaign are currently live and searchable.
Stop sale is in effect for the above-identified vehicles.

Vehicles impacted by a stop sale are eligible for reimbursement allowance through the Recall Floorplan Reimbursement Policy (RFPRP), which can be requested upon recall claim submission.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Involved vehicles can be determined by using the VIP inquiry process.

REASON FOR THIS SAFETY RECALL

Some of the above vehicles have an internal transmission wiring connector which could short resulting in an unexpected engine shutdown under certain conditions. An unexpected engine shut down resulting in a loss of motive power can cause a vehicle crash without prior warning.

SERVICE ACTION

FCA US will conduct a voluntary safety recall on all affected vehicles to update the Power Inverter Module (PIM) software and, if necessary, update the Instrument Panel Cluster (IPC) software. 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. This recall is estimated to launch in 1st Quarter of 2023.

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