

# Part 573 Safety Recall Report

# 23V-412

**Manufacturer Name :** Chrysler (FCA US, LLC)**Submission Date :** JUN 27, 2023**NHTSA Recall No. :** 23V-412**Manufacturer Recall No. :** 65A**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 : 12,458

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2022-2022 Jeep Grand Cherokee

Vehicle Type :

Body Style : SUV

Power Train : NR

Descriptive Information : Some 2022 MY Jeep Grand Cherokee 4xe vehicles equipped with the 2.0L Plug-in Hybrid Electric Vehicle ("PHEV") engine.

The suspect period began on July 23, 2021, when the 2022 MY production began, and ended on November 19, 2022, when updated vehicle control software was implemented in vehicle production. 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 : JUL 23, 2021 - NOV 19, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Some 2022 MY Jeep Grand Cherokee 4xe vehicles equipped with the 2.0L PHEV engine 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 65A Involved Component Part Numbers Jeep Grand Cherokee PHEV Vehicle Control Calibrations - 06272023.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 December 8, 2022, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation into 2022 MY Jeep Grand Cherokee 4xe PHEVs for a loss of motive power.
- From December 2022, through May 2023, FCA US TSRC conducted an analysis of stall reports and vehicle history and determined that there were multiple causes and repairs for a stall condition.
- As of May 26, 2023, FCA US is aware of seven customer assistance records, 10 warranty claims, and six field reports potentially related to this issue for all markets with dates of receipt ranging from October 5, 2022, through May 18, 2023.
- As of May 26, 2023, FCA US is not aware of any accidents or injuries potentially related to this issue for all markets.
- On June 1, 2023, 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 : \*\*06/08/2023: FCA US will notify dealers and begin notifying owners on or about 07/28/2023.

Planned Dealer Notification Date : JUL 28, 2023 - JUL 28, 2023

Planned Owner Notification Date : JUL 28, 2023 - JUL 28, 2023

\* NR - Not Reported