



U.S. Department of Transportation
National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION



Investigation: RQ24000
Prompted By: VOQ Review
Date Opened: 01/16/2024
Investigator: Daniel Pinero **Reviewer:** Bruce York-B
Approver: Tanya Topka
Subject: Ignition-off high voltage battery fire (Remedy effectiveness of Recall 22V-077)

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US, LLC)
Products: 2017-2018 Chrysler Pacifica
Population: 16,741

Problem Description: Alleged ignition-off high voltage battery fires after installation of the 22V-077 recall remedy

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	4	0	0	0	4	0
Crashes/Fires:	4	0	0	0	4	0
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

ACTION/SUMMARY INFORMATION

Action: A Recall Query (RQ) has been opened.

Summary:

On February 11, 2022, Fiat Chrysler Automobiles (FCA) issued a safety recall (NHTSA Recall 22V-077) on all 2017-2018 Pacifica Plug-In Hybrid Electric Vehicles (PHEV) produced between August 12, 2016 through August 7, 2018. The recall addresses ignition "OFF" fires that originate at the high voltage (HV) battery pack assembly. An ignition "OFF" vehicle fire can result in an increased risk of occupant injury, injury to persons outside the vehicle, and property damage, with little to no warning. At the time of the recall filing the root cause of the vehicle fires was unknown and under investigation by FCA and suppliers. A software remedy designed to improve thermal event detectability by monitoring battery diagnostics is currently being installed on subject vehicles as an interim remedy. As of November 23, 2023, the root cause of the battery failure is unknown.

From December 2022 through December 2023, NHTSA has received four consumer complaints (VOQs) alleging vehicle thermal events involving recalled 2017 and 2018 Chrysler Pacifica PHEVs. Additional information collected from complainants confirmed a thermal event originating near or at the HV battery pack after the Recall 22V077 remedy had been applied to the vehicle. Follow up meetings with FCA and suppliers in November and December 2023 to discuss the ongoing root cause investigation and post-recall remedy incidents indicated a recent increase in HV battery thermal events. Furthermore, a review of NHTSA complaint data indicated the post-recall HV battery thermal event complaint rate now exceeds pre-recall levels.

The Office of Defects Investigation (ODI) is opening this Recall Query (RQ) to review the effectiveness of the original recall remedy, understand the root cause of the battery fires, investigate additional reports of Pacifica PHEV HV battery fires, and to increase monitoring of the manufacturer root cause investigation.

To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).



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of Transportation
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OPENING RESUME ODI REPORT IDENTIFICATION NUMBERS

Investigation ID: RQ24000

Date Opened: 01/16/2024

Subject: Ignition-off high voltage battery fire (Remedy effectiveness of Recall 22V-077)

List of 4 ODI Report reference numbers:

11496917, 11553283, 11555014, 11558139

Part 573 Safety Recall Report

22V-077

Manufacturer Name : Chrysler (FCA US, LLC)**Submission Date :** FEB 11, 2022**NHTSA Recall No. :** 22V-077**Manufacturer Recall No. :** Z11**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 : 16,741

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2018 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2017-2018 MY Chrysler Pacifica Plug-In Hybrid Electric Vehicles ("PHEVs") have experienced fires. The defect has not yet been identified and the root cause of these fires is still being investigated.

The potentially affected vehicle production period began on August 12, 2016, when production of Chrysler Pacifica PHEVs began, and ended on August 7, 2018, when 2018 MY production ended. The suspect population was determined using vehicle manufacturing records.

Similar vehicles not included in this recall are not PHEVs, or were built after the suspect vehicle production period.

Production Dates : AUG 12, 2016 - AUG 07, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : A vehicle may experience a fire, even with the ignition in the "OFF" mode.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

Description of the Cause : NR

Identification of Any Warning None
that can Occur :

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

- On August 31, 2021, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance organization opened an investigation as a result of detecting a potential trend in fires in certain Chrysler Pacifica PHEVs.
- From September 2021, to January 2022, FCA US repurchased two vehicles for origin and cause investigation. The cause of these fires is under investigation.
- As of February 4, 2022, FCA US is aware of ten additional fires. The cause of these fires is under investigation.
- As of February 4, 2022, FCA US has identified five customer records, zero warranty claims, and 12 field reports potentially relating to this issue for all markets with dates of receipt ranging from April 23, 2019, to December 14, 2021.
- As of February 4, 2022, FCA US is not aware of any accidents or injuries potentially relating to this issue for all markets.
- On February 6, 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. Remedy is under development. Until further notice, the Company is advising owners of these hybrid vehicles to refrain from recharging them, and to park them away from structures and other vehicles.

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 : Remedy is under development. Root cause is unknown.

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

Recall Schedule :

Description of Recall Schedule : **02/11/2022: FCA US will notify dealers and begin notifying owners on or about 04/02/2022.

Planned Dealer Notification Date : APR 02, 2022 - APR 02, 2022

Planned Owner Notification Date : APR 02, 2022 - APR 02, 2022

* NR - Not Reported

Part 573 Safety Recall Report

22V-077

Manufacturer Name : Chrysler (FCA US, LLC)**Submission Date :** FEB 21, 2022**NHTSA Recall No. :** 22V-077**Manufacturer Recall No. :** Z11**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 : 16,741

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2018 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2017-2018 MY Chrysler Pacifica Plug-In Hybrid Electric Vehicles ("PHEVs") have experienced fires that may have originated at the center of the vehicle underbody where the high voltage ("HV") battery pack assembly is located. The defect has not yet been identified and the root cause of these fires is still being investigated.

The potentially affected vehicle production period began on August 12, 2016, when production of Chrysler Pacifica PHEVs began, and ended on August 7, 2018, when 2018 MY production ended. The suspect population was determined using vehicle manufacturing records.

Similar vehicles not included in this recall are not PHEVs, or were built after the suspect vehicle production period.

Production Dates : AUG 12, 2016 - AUG 07, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : A vehicle may experience a fire potentially originating in the center of the vehicle underbody with the ignition in the "OFF" mode.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Hybrid Battery Pack Assembly

Component Description : Please see attached supplemental information titled "FCA US LLC Z11 Involved Component Part Numbers Chrysler Pacifica PHEV Battery Pack Assembly - 02212022.pdf"

Component Part Number : See attached document referenced above for Chrysler Pacifica PHEV battery pack assembly part numbers

Supplier Identification :

Component Manufacturer

Name : LG Energy Solutions Michigan, Inc.

Address : 1 LG Way
Holland Michigan 49423

Country : United States

Chronology :

- On August 31, 2021, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance organization opened an investigation as a result of detecting a potential trend in fires in certain Chrysler Pacifica PHEVs.
- From September 2021, to January 2022, FCA US repurchased two vehicles for origin and cause investigation. The cause of these fires is under investigation.
- As of February 4, 2022, FCA US is aware of ten additional fires. The cause of these fires is under investigation.
- As of February 4, 2022, FCA US has identified five customer records, zero warranty claims, and 12 field reports potentially relating to this issue for all markets with dates of receipt ranging from April 23, 2019, to December 14, 2021.
- As of February 4, 2022, FCA US is not aware of any accidents or injuries potentially relating to this issue for all

markets.

- On February 6, 2022, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.
- As of February 21, 2022, FCA US has not made a determination of whether the HV battery pack assembly is defective and/or the root cause of these fires.

Description of Remedy :

Description of Remedy Program : FCA US will conduct a voluntary safety recall on all affected vehicles. Remedy is under development. Until further notice, the Company is advising owners of these hybrid vehicles to refrain from recharging them, and to park them away from structures and other vehicles.

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 : Remedy is under development. Root cause is unknown.

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

Recall Schedule :

Description of Recall Schedule : **02/11/2022: FCA US will notify dealers and begin notifying owners on or about 04/02/2022.

Planned Dealer Notification Date : APR 02, 2022 - APR 02, 2022

Planned Owner Notification Date : APR 02, 2022 - APR 02, 2022

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Part 573 Safety Recall Report

22V-077

Manufacturer Name : Chrysler (FCA US, LLC)**Submission Date :** SEP 22, 2022**NHTSA Recall No. :** 22V-077**Manufacturer Recall No. :** Z11**Manufacturer Information :**

Manufacturer Name : Chrysler (FCA US, LLC)

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Body Style : VAN

Power Train : NR

Descriptive Information : Some 2017-2018 MY Chrysler Pacifica Plug-In Hybrid Electric Vehicles ("PHEVs") have experienced fires that may have originated at the center of the vehicle underbody where the high voltage ("HV") battery pack assembly is located. The defect has not yet been identified and the root cause of these fires is still being investigated.

The potentially affected vehicle production period began on August 12, 2016, when production of Chrysler Pacifica PHEVs began, and ended on August 7, 2018, when 2018 MY production ended. The suspect population was determined using vehicle manufacturing records.

Similar vehicles not included in this recall are not PHEVs, or were built after the suspect vehicle production period.

Production Dates : AUG 12, 2016 - AUG 07, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : A vehicle may experience a fire potentially originating in the center of the vehicle underbody with the ignition in the "OFF" mode.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Hybrid Battery Pack Assembly

Component Description : Please see attached supplemental information titled "FCA US LLC Z11 Involved Component Part Numbers Chrysler Pacifica PHEV Battery Pack Assembly - 02212022.pdf"

Component Part Number : See attached document referenced above for Chrysler Pacifica PHEV battery pack assembly part numbers

Supplier Identification :

Component Manufacturer

Name : LG Energy Solutions Michigan, Inc.

Address : 1 LG Way
Holland Michigan 49423

Country : United States

Chronology :

- On August 31, 2021, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance organization opened an investigation as a result of detecting a potential trend in fires in certain Chrysler Pacifica PHEVs.
- From September 2021, to January 2022, FCA US repurchased two vehicles for origin and cause investigation. The cause of these fires is under investigation.
- As of February 4, 2022, FCA US is aware of ten additional fires. The cause of these fires is under investigation.
- As of February 4, 2022, FCA US has identified five customer records, zero warranty claims, and 12 field reports potentially relating to this issue for all markets with dates of receipt ranging from April 23, 2019, to December 14, 2021.
- As of February 4, 2022, FCA US is not aware of any accidents or injuries potentially relating to this issue for all

markets.

- On February 6, 2022, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.
- As of February 21, 2022, FCA US has not made a determination of whether the HV battery pack assembly is defective and/or the root cause of these fires.

Description of Remedy :

Description of Remedy Program : FCA US will conduct a voluntary safety recall on all affected vehicles to 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. FCA US will inspect and, if necessary, replace the battery pack assembly. Until the remedy is complete, the Company is advising owners of these hybrid vehicles to refrain from recharging them, and to park them away from structures and other vehicles.

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 : Remedy is updated BPCM software to monitor battery pack assembly operational status for conditions that could lead to a fire in the battery pack assembly. FCA US will inspect and, if necessary, replace the battery pack assembly. Root cause is unknown.

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

Recall Schedule :

Description of Recall Schedule : **09/22/2022: FCA US will notify dealers and begin mailing Final Owner Letters on or about 10/11/2022.

**02/11/2022: FCA US will notify dealers and begin notifying owners on or about 04/02/2022.

Planned Dealer Notification Date : APR 02, 2022 - APR 02, 2022

Planned Owner Notification Date : APR 02, 2022 - APR 02, 2022

* NR - Not Reported