



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

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION



Investigation: RQ24004
Prompted By: Recall 23V010
Date Opened: 02/27/2024
Investigator: Taylor Collins **Reviewer:** Bruce York-B
Approver: Tanya Topka
Subject: Loss of motive power due to an internal wiring connector short.

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US, LLC)
Products: 2017-2023 Pacifica Hybrid
Population: 67,177

Problem Description: Vehicle may go into limp mode or have a complete loss of motive power. Recall may not adequately remedy the stated defect in the recall filing.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	132	0	1	0	133	CONF
Crashes/Fires:	2	0	0	0	0	0
Injury Incidents:	0	0	1	0	0	0
Number of Injuries:	0	0	1	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

ACTION/SUMMARY INFORMATION

Action: Open this RQ

Summary:

On July 22, 2022, the Office of Defects Investigation (ODI) opened investigation PE22-008 regarding complaints alleging a loss of motive power condition potentially due to a transmission malfunction in Model Years 2019-2021 Chrysler Pacifica Plug-In Hybrid Electric Vehicles (PHEV). On January 17, 2023, Fiat Chrysler Automobiles (FCA) issued safety recall (NHTSA Recall 23V-010) involving 2017-2023 Model Years (MY) Pacifica Plug-In Hybrid Electric Vehicles (PHEV) produced between August 12, 2016, through January 9, 2023. The recall states that the loss of motive power condition in these vehicles is caused by an internal transmission wiring connector that may short circuit, resulting in an unexpected engine shutdown. An unexpected engine shutdown can cause a loss of drive power, increasing the risk of a crash. In discussions with FCA on Recall 23V-010, ODI confirmed the recall was related to investigation PE22-008. The remedy for

23V-010 is to update the Power Inverter module (PIM) and/or Instrument Panel Cluster (IPC) software to provide drivers a message stating “Stop Safely - Vehicle Will Shut Off Soon” followed by a chime and MIL, PRNDL blinking (on cluster and shifter knob), low SOC (State of Charge) warning and reduced power mode. The recall remedy does not replace the defective hardware that was described in Recall 23V-010, and the wiring connector short still exists on these vehicles.

To date, ODI has received 132 reports for the population of vehicles subject to recall 23V-010. These reports allege a loss of motive power condition that reduces the vehicles speed, followed by dashboard warning lamps displaying messages associated with recall 23V-010. The presence of these warning lamps and messages indicates the vehicle likely had the recall remedy applied.

Follow up discussions with FCA confirm their remedy does not prevent a loss of motive power, but instead limits torque to the engine and after an unspecified number of miles or period of time, the engine will shut down. When this occurs, FCA relies on the owner to transport the vehicle to a dealership after they experience a loss of motive power condition, at which time the defective hardware is replaced. Furthermore, the dashboard messages introduced in the recall remedy may cause the driver to pull over in an unsafe location. Pulling over in an unsafe location may expose the occupants to undue harm.

The Office of Defects Investigation is opening this Recall Query (RQ) to assess the adequacy, frequency, and safety consequence of the remedy for recall 23V-010. 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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OPENING RESUME ODI REPORT IDENTIFICATION NUMBERS

Investigation ID: RQ24004
Date Opened: 02/27/2024
Subject: Loss of motive power due to an internal wiring connector short.

List of 132 ODI Report reference numbers:

11502833, 11502913, 11503452, 11504319, 11504353, 11504705, 11505335, 11505536, 11505558, 11505578,
11506043, 11506059, 11506089, 11506103, 11506299, 11506556, 11506568, 11506895, 11508003, 11508043,
11508241, 11508248, 11508762, 11509229, 11509422, 11510569, 11510986, 11511640, 11511669, 11511675,
11512235, 11512734, 11513287, 11513381, 11513519, 11513610, 11513661, 11514339, 11514987, 11515085,
11515212, 11515342, 11515845, 11515944, 11516818, 11517402, 11517582, 11517588, 11517981, 11518027,
11518104, 11518150, 11518558, 11518571, 11518798, 11518805, 11518980, 11519408, 11519807, 11519991,
11520523, 11521275, 11521424, 11521460, 11522183, 11523018, 11523499, 11524084, 11524349, 11525930,
11527557, 11527651, 11527846, 11528119, 11528673, 11529537, 11530195, 11530919, 11531168, 11531578,
11532081, 11532186, 11532567, 11533067, 11533103, 11533119, 11533543, 11533716, 11533794, 11534447,
11534587, 11534732, 11534915, 11534925, 11535164, 11535888, 11536277, 11536349, 11536494, 11536562,
11536629, 11537726, 11538510, 11540448, 11540911, 11541172, 11541622, 11542194, 11542814, 11544424,
11545450, 11545745, 11547883, 11548882, 11550116, 11550187, 11553278, 11555774, 11556032, 11556742,
11557024, 11557475, 11557658, 11559467, 11561038, 11561147, 11562818, 11562992, 11563058, 11563314,
11565429, 11565698



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ODI RESUME

Investigation: PE 22-008
Date Opened: 07/22/2022
Investigator: Daniel Pinero **Reviewer:** Bruce York-B
Approver: Stephen Ridella
Subject: Transmission fault leading to stall

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US, LLC)
Products: 2019-2021MY Chrysler Pacifica PHEV
Population: 21,348
Problem Description: A transmission malfunction may lead to stall/loss of motive power.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	40	TBD	40
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: A Preliminary Evaluation has been opened.

Summary:

The Office of Defects Investigation (ODI) has received 40 complaints alleging incidents of stall/loss of motive power, potentially due to transmission malfunction, in certain model year (MY) 2019 through 2021 Chrysler Pacifica plug-in hybrid electric vehicles (PHEVs). An ODI review of received complaints noted that most stall/loss of motive power incident allegations occurred at speeds greater than 25 MPH and resulted in disablement of the vehicle.

Beginning in late 2021, ODI noted a significant increase in reports alleging loss of motive power involving newer model year Chrysler Pacifica PHEVs. The received reports indicated a loss of motive power could occur at highway speeds and require the vehicle to be towed. Notably, the loss of motive power was often accompanied by a dashboard screen message indicating a charging fault. A review of related vehicle data showed that the malfunction was correlated with a specific internal transmission fault.

ODI is opening this investigation to further assess the scope, frequency, root cause, and potential safety-related consequences of the alleged defect leading to stall/loss of motive power on 2019-2021MY Chrysler Pacifica PHEVs.

The ODI reports cited above can be viewed on NHTSA.gov using the following reference numbers:

11245092, 11254291, 11339417, 11365774, 11408305, 11414581, 11418084, 11418815, 11418847, 11422968, 11425240, 11430933, 11432223, 11432866, 11437216, 11439920, 11440309, 11440404, 11441157, 11441482, 11442993, 11443836, 11446222, 11446802, 11446843, 11450203, 11450601, 11450835, 11451040, 11451060, 11452990, 11454851, 11454973, 11455499, 11456113, 11460552, 11460755, 11461646, 11463043, 11463606

Part 573 Safety Recall Report

23V-010

Manufacturer Name : Chrysler (FCA US, LLC)**Submission Date :** JAN 17, 2023**NHTSA Recall No. :** 23V-010**Manufacturer Recall No. :** 03A**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 : 67,118

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2023 Chrysler Pacifica

Vehicle Type :

Body Style : VAN

Power Train : NR

Descriptive Information : Some 2017-2023 MY Chrysler Pacifica Plug-In Hybrid Electric Vehicles ("PHEVs") may experience a loss of motive power.

The suspect period began on August 12, 2016, when production of the Chrysler Pacifica began, and ended on January 9, 2023, when FCA US LLC ("FCA US") began containing suspect vehicles under plant control. The suspect period was determined using field data and engineering change records.

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

Production Dates : AUG 12, 2016 - JAN 09, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : An internal transmission wiring connector short could result in an unexpected engine shutdown under certain conditions.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An unexpected engine shut down resulting in a loss of motive power can cause a vehicle crash without prior warning.

Description of the Cause : NR

Identification of Any Warning None
that can Occur :

Involved Components :

Component Name 1 : Harness Assembly

Component Description : Low Voltage Wiring

Component Part Number : 05062444AI / 05062444AH / 05062444AG / 05062444AF / 05062444AE

Component Name 2 : Harness Assembly

Component Description : Low Voltage Wiring

Component Part Number : 05062444AD / 05062444AC / 05062444AB / 05062444AA

Supplier Identification :

Component Manufacturer

Name : General Cable Industries Inc.

Address : Industrial de las Maquiladoras 11
Nueva Nogales Foreign States 84094

Country : Mexico

Chronology :

- On August 16, 2022, FCA US Technical Safety and Regulatory Compliance ("TSRC") opened an investigation into 2017-2023 MY Chrysler Pacifica PHEVs for a loss of motive power.
- From August 2022, through December 2022, FCA US TSRC conducted an analysis of loss of motive power reports and vehicle history and determined that some of the affected vehicles reported unexpected engine shutdowns under certain conditions.
- As of January 9, 2023, FCA US is aware of six customer assistance records, 242 warranty claims, and 59 field reports potentially related to this issue for all markets with dates of receipt ranging from February 17, 2018, to November 1, 2022.
- As of January 9, 2023, FCA US is not aware of any accidents or injuries potentially related to this issue for all markets.

- On January 9, 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 the Power Inverter Module ("PIM") software and, if necessary, update the instrument panel cluster ("IPC") 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 : Remedy is a PIM and IPC software update for 2017-2018 model year vehicles and a PIM software update for 2019-2023 model year vehicles providing messaging to the customer and sufficient drive time to exit traffic.

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

Recall Schedule :

Description of Recall Schedule : **01/17/2023: FCA US will notify dealers and begin notifying owners on or about 03/08/2023.

Planned Dealer Notification Date : MAR 08, 2023 - MAR 08, 2023

Planned Owner Notification Date : MAR 08, 2023 - MAR 08, 2023

* NR - Not Reported