



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2005 NOV -2 PM 2:52
03-OCT-2005

Repository ☐

Reference No.
10138330

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LITTLE NECK State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 11/20/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C8GF6847 [REDACTED] Make CHRYSLER Model PACIFICA Model Year 2004

Date Purchased
13-OCT-04

Dealer THE BAYSIDE CHRYSLER JEEP DODGE INC 719-228-8700

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City
BAYSIDE

State NY Zip Code 11381

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
ALL WHEEL DRIVE

Vehicle Component Code
131000 VISIBILITY/WINDSHIELD

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-FEB-2005 Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R16)
DOT No. (Example: DOTM1SABC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash ☒ Yes ☐ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police Y

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DT: THE CONSUMER STATED THAT THE 2004 CHRYSLER PACIFICA HAS A VISIBILITY PROBLEM ON THE WINDSHIELD. THE STRUCTURE IS SO THICK THAT THE CONSUMER HAS A PROBLEM SEEING ON EITHER SIDE OF THE WINDSHIELD. THE CONSUMER STATES THAT HAS HAD TWO CRASHES BECAUSE HE COULD NOT SEE THROUGH THE WINDSHIELD. THE CONSUMER SAYS THAT WHEN MAKING A TURN VISION IS BEING BLOCKED BY THE POST BETWEEN THE WIN SHIELD AND THE SIDE WINDOW. ALSO, THE CONSUMER INSISTS THAT VISION IS BLOCKED BY THE SIDE VIEW MIRRORS ON THE CAR. THE CONSUMER HAS TAKEN THE CAR BACK TO THE DEALERSHIP. THE CONSUMER WANTS TO TRADE THE CAR IN BECAUSE HE CAN NOT SEE VERY WELL. THE DEALER DOES NOT WANT TO DO ANY TRADING ON THE VEHICLE. THE CONSUMER HAS WRITTEN TO CHRYSLER SO THAT THEY WOULD REIMBURSE THE CONSUMER FOR EXPENSES ON HIS INSURANCE, AND TO TAKE THE CAR BACK. CHRYSLER HAS NOT RESPONDED TO THE LETTER. THERE WERE NO INJURIES. A POLICE REPORT WAS TAKEN ON THE SECOND ACCIDENT. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.