



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

Repository ☐

17-DEC-2007

-4 PM 3:05

Reference No.

10212083

OWNER INFORMATION (Type or Print)

Name

Address

City

MYRTLE BEACH

State SC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Date 1/5/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2C4GM68455

Make

CHRYSLER

Model

PACIFICA

Model Year

2005

Date Purchased

01-SEP-07

Dealer's Name and Telephone Number

Conway Chrysler

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Conway, SC

State

SC

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

121000 EXTERIOR LIGHTING: HEADLIGHTS

Multiple Failure: 12

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-NOV-2007

Failure Mileage

68000

Failure Speed

65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ 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

0

Number of Deaths

0

Reported to Police

N

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).

TL*THE CONTACT OWNS A 2005 CHRYSLER PACIFICA. WHILE DRIVING 65 MPH, THE FUEL GAUGE WENT FROM HALF A TANK TO EMPTY. THE CONTACT STATED THAT THE VEHICLE WOULD NOT ACCEPT FUEL. THE CHECK ENGINE LIGHT ILLUMINATED AND THE HEADLIGHTS WERE INOPERABLE. THE DEALER STATED THAT THE FUEL PUMP AND WIRING HARNESS CAUSED THE FAILURES. THE FUEL PUMP, HEADLIGHT BULB, AND THE WIRING HARNESS WERE REPLACED; HOWEVER, THE FAILURES CONTINUED. THE MANUFACTURER STATED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 05V066000 (EXTERIOR LIGHTING: HEADLIGHTS) AND NHTSA CAMPAIGN ID NUMBER 06V432000 (POWERTRAIN: AUTOMATIC TRANSMISSION CONTROL MODULE (TCM, PCM)). THE FAILURE MILEAGE WAS 68,000 AND CURRENT MILEAGE WAS 69,000.

It does not matter how fast you drive, at any speed, the gas gauge drops. You can fuel it with any amount and drive it reads a first amount of miles left to empty then drops a few moments later to low fuel.

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 response 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 response, or a statistical summary thereof, may be used in support of the agency's action.

1-5-08

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

The car will be going in for the 3rd attempt to repair gas gauge on 1-7-08. So far, they have said they replaced both fuel pumps and body module. When I got it back, the gauge dropped again 2 days later. I took it back to Conway Chrysler, and they kept it for another week. At this time, this would be the 3rd full week they have had it for repair on same issue. The 2nd time they said the auxiliary fuel pump was defective and they replaced it. When I got the car back, the gauge dropped again 3 days later. It's hard to know how much gas is in the car, because of this problem. It isn't my job to count miles or pray I don't run out of gas because I can't know how much I've used. Car will be going back for 3rd attempt on 1-7-08. CAR Stalled for 2nd time with gas in it.

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

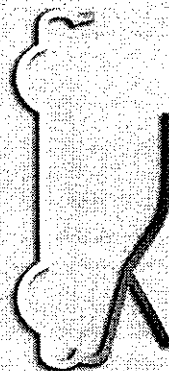
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**

nhtsa
people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CHRYSLER•DODGE•JEEP, INC.

2501 Hwy. 501 W.
Conway, S.C. 29526

Phone (843) 365-7331



INVOICE NUMBER		CHWS73141	
CUSTOMER NUMBER			
MYRTLE BEACH, SC			
RESIDENCE PHONE	BUSINESS PHONE		
ADVISOR	TAG NO.		
JENNIFER DUNN			
LABOR RATE	LICENSE NO.	MILEAGE	
		65,790	
YEAR / MAKE / MODEL			
05/CHRYSLER/PACIFICA/4 DOOR UTILITY			
VEHICLE ID NO.			
2 C 4 G M 6 8 4 5 5 R			
F.T.E. NO.	P.O. NO.		
COLOR	STOCK NO.		
BLUE/	9004N		
COMMENTS			
MO: 65796			
DELIVERY MILES	SELLING DEALER NO.		
63,417			
R.O. DATE	INVOICE DATE		
10/26/07	10/29/07		
REPRINT NUMBER	DELIVERY DATE		
	09/19/07		
PRODUCTION DATE			

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SHOP MATERIALS

This figure incorporates supplies used in servicing your vehicle, which includes cleaners, special lubes, shop towels, etc. A full list of these supplies is available at the cashier's desk.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customer would be interested to know that they are helping to pay for a cleaner environment.

LABOR
3# 1 18CHZ4 CHECK ENGINE LIGHT HOURS: 0.80 TECH(S): 18 48.96
CUSTOMER STATES CHECK ENGINE LIGHT ON
AND MAKES A NOISE WHEN DRIVING AND SHIFT'S INTO GEAR WHILE
ACC.
CONFIRM COMPLAINT. CONNECT TO DRB III AND FOUND DTC P2066,
FUEL LEVEL SENSOR #2 RATIONALITY 12 STARTS. FOUND TSB
18-032-04 TO FLASH NGC. UPDATED CONTROLLER. PERFORM
QUICKLEARN AND TEST DROVE THE UNIT. LIGHT IS OFF AND UNIT
IS OPERATING AS DESIGNED

TOTAL - LABOR 48.96

COMMENTS
WAITINGR/O TAX 0.00
R/O TOTALS 48.96

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL....
73141 48.96
CLAIM TOTALS 48.96

APPROVED BY SIGNATURE

DCS AUDIT SLIP

ZN-DLR: 44073	RO.NO: 73141	CLAIM TYPE: W	RO PRICE: 48.96
CLAIM.NO:	VIN: 2C4GM68455R	CLAIM TOT: 48.96	
SUB TYPE: N	DATE RECV: 10/26/2007	DED: 0.00	
CONT: N	DATE NOT: 10/26/2007	DED WAIVER: N	
PRIOR CLM NO:	AUTH #: RA	ADJ AMT: 0.00	
IN SERV DATE: 09/19/2007	NOTE:	ADJ TAX IND: N	
MILEAGE: 65790	ADV.NO: 5990JD	S CONT #:	

LABOR	LINE	COND	J	LABOR OP	FC	HOURS	LABOR AMT	MECH	NARR
	001	1	1	08194690	15	0.8	48.96	0521	N

***** DUPLICATE INVOICE *****



CHRYSLER • DODGE • JEEP, INC.

2501 Hwy. 501 W.
Conway, S.C. 29526



Phone (843) 365-7331



INVOICE NUMBER		CHWS73742	
CUSTOMER NUMBER			
MYRTLE BEACH, SC			
RESIDENCE PHONE	BUSINESS PHONE		
ADVISOR	TAG NO.		
LARRY	5175		
LABOR RATE	LICENSE NO.	MILEAGE	
		69,775	
YEAR / MAKE / MODEL			
05/CHRYSLER/PACIFICA/4 DOOR UTILITY			
VEHICLE ID NO.			
2 C 4 G M 6 8 4 5 5 R			
F.T.E. NO.	P.O. NO.		
COLOR	STOCK NO.		
BLUE/	9004N		
COMMENTS			
MO: 69778			
DELIVERY MILES	SELLING DEALER NO.		
63,417			
R.O. DATE	INVOICE DATE		
12/03/07	12/17/07		
REPRINT NUMBER	DELIVERY DATE		
	09/19/07		
PRODUCTION DATE			

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LABOR-----
1 18CHZ2 DRIVEABILITY CONCERN HOURS: 1.90 TECH(S): 2700 116.28
OWNER STATES THAT THE FUEL GAUGE NOT READING PROPERLY
FOUND P1861 CODE NO READING OF GAUGE
REPLACED FUEL PUMP AND JET PUMP

TOTAL - LABOR 116.28

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	68028056-AA	MODULE FUE	1406700	115.00	115.00	161.00
JOB # 1	1	5101805-AC	MODULE FUE	1406700	128.00	128.00	179.20
JOB # 1 COST TOTAL					243.00		
TOTAL - PARTS							340.20

COMMENTS-----
TO BE GIVEN TO GREG PER RICH
DELETED OPERATION(S)-----
18CHZ4 CHECK ENGINE LIGHT

R/O TAX 0.00
R/O TOTALS 456.48

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#..... TOTAL.....
456.48

CLAIM TOTALS 456.48

APPROVED BY SIGNATURE

DCS AUDIT SLIP-----

ZN-DLR: 44073	RO.NO: 73742	CLAIM TYPE: W	RO PRICE: 456.48
CLAIM.NO:	VIN: 2C4GM6845	CLAIM TOT: 456.48	
SUB TYPE: N	DATE RECV: 12/03/2007	DED: 0.00	
CONT: N	DATE NOT: 12/14/2007	DED WAIVER: N	
PRIOR CLM NO:	AUTH #:	ADJ AMT: 0.00	
IN SERV DATE: 09/19/2007	NOTE: N	ADJ TAX IND: N	
MILEAGE: 69775	ADV.NO: 5175LM	S CONT #:	

PARTS	LINE	COND	J	FP	PART NUMBER	QTY	UNIT	PRICE	MARKUP	EXTENDED AMT
	001	1	1	X	68028056-AA	01		115.00	40.00	161.00
	002	1	1		5101805-AC	01		128.00	40.00	179.20

LABOR	LINE	COND	J	LABOR OP	FC	HOURS	LABOR AMT	MECH	NARR
	001	1	1	14500106	RO	1.9	116.28	2700	N

***** DUPLICATE INVOICE *****



CHRYSLER • DODGE • JEEP, INC.

2501 Hwy. 501 W.

Conway, S.C. 29526

Phone (843) 365-7331



INVOICE NUMBER CHWS73971		
CUSTOMER NUMBER [REDACTED]		
[REDACTED] MYRTLE BEACH, SC		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	
ADVISOR LARRY	TAG NO. [REDACTED]	
LABOR RATE	LICENSE NO.	MILEAGE 70,002
YEAR / MAKE / MODEL 05/CHRYSLER/PACIFICA/4 DOOR UTILITY		
VEHICLE ID NO. 2 C 4 G M 6 8 4 5 5		
F.T.E. NO.	P.O. NO.	
COLOR BLUE/	STOCK NO. 9004N	
COMMENTS MO: 70010		
DELIVERY MILES 63,417	SELLING DEALER NO.	
R.O. DATE 12/17/07	INVOICE DATE 12/26/07	
REPRINT NUMBER	DELIVERY DATE 09/19/07	
PRODUCTION DATE		

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LABOR-----
J# 1 08CHZB BODY ELECTRICAL HOURS: 1.90 TECH(S):2127 116.28
OWNER STATES THAT THE FUEL GAUGE NOT WORKING PROPERLY
FUEL PUM DEFECTIVE

J# 2 08CHZB BODY ELECT CONCERN HOURS: 0.30 TECH(S):2127 18.36
OWNER STATES THAT THE DOME LIGHTS COME ON AND OFF SOME TIMES
FOUND HIGH RESISTANCE BETWEEN DIMMER SIGNAL CIRCUIT AND HEAD
LAMP SWITCH MAX RETURN TO GROUND
DOME SWITCH INPUT SHORT BCM
REPLACED BODY CONTROL MODULE

TOTAL - LABOR 134.64

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	U/COST--	E/COST--	U/PRICE
JOB # 1	1	4727604-AH	MODULE BOD 8035029	184.00	184.00	257.60
JOB # 1	1	68028056-AA	MODULE FUE 1406700	115.00	115.00	161.00
JOB # 1 COST TOTAL				299.00		
TOTAL - PARTS						418.60

COMMENTS-----
WAITING
DELETED OPERATION(S)-----
18CHZ4 CHECK ENGINE LIGHT

R/O TAX 0.00
R/O TOTALS 553.24

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#-----	TOTAL....
[REDACTED]	553.24
CLAIM TOTALS 553.24	

APPROVED BY SIGNATURE _____



CHRYSLER•DODGE•JEEP, INC.

2501 Hwy. 501 W.
Conway, S.C. 29526

Phone (843) 365-7331



INVOICE NUMBER	
CHWS73971	
CUSTOMER NUMBER	
[REDACTED]	
MYRTLE BEACH, SC	
RESIDENCE PHONE	BUSINESS PHONE
[REDACTED]	[REDACTED]
ADVISOR	LAB NO.
LARRY	[REDACTED]
LABOR RATE	LICENSE NO.
	70,002
YEAR / MAKE / MODEL	
05/CHRYSLER/PACIFICA/4 DOOR UTILITY	
VEHICLE ID NO.	
2 C 4 G M 6 8 4 5 5 R [REDACTED]	
F.T.E. NO.	P.O. NO.
COLOR	STOCK NO.
BLUE/	9004N
COMMENTS	
MO: 70010	
DELIVERY MILES	SELLING DEALER NO.
63,417	
R.O. DATE	INVOICE DATE
12/17/07	12/26/07
REPRINT NUMBER	DELIVERY DATE
	09/19/07
PRODUCTION DATE	

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DCS AUDIT SLIP

ZN-DLR: 44073 RO.NO: 73971 CLAIM TYPE: M RO PRICE: 553.24
CLAIM.NO: VIN: 2C4GM68455R CLAIM TOT: 553.24
SUB TYPE: N DATE RECV: 12/17/2007 DED: 0.00
CONT: N DATE NOT: 12/21/2007 DED WAIVER: N
PRIOR CLM NO: AUTH #: ADJ AMT: 0.00
IN SERV DATE: 09/19/2007 NOTE: N ADJ TAX IND: N
MILEAGE: 70002 ADV.NO: 5175LM S CONT #:

MOPAR-----
DLR INST: Y ORG ODOMETER: 69778 ORG RO/INV: 120307
BAT PRORATION: 0 ORG DATE: 12/03/2007 CH VEH IND: N

PARTS-----
LINE COND J FP PART NUMBER QTY UNIT PRICE MARKUP EXTENDED AMT
001 1 1 X 68028056-AA 01 115.00 40.00 161.00
002 1 2 4727604AH 01 184.00 40.00 257.60
LABOR-----
LINE COND J LABOR OP FC HOURS LABOR AMT MECH NARR
001 1 1 14500107 FH 1.9 116.28 0409 N
002 1 2 08190201 0.3 18.36 0409 N

***** DUPLICATE INVOICE *****