



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 ☐

2008 MAY 19 AM 7:26
18-APR-2008

Reference No.
10224875

OWNER INFORMATION (Type or Print)

Name

Address

City

GRAND RAPIDS

State

MI

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?
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner [Signature] Date 05/07/2008 ☒ YES ☒ NO

VEHICLE INFORMATION

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

2C4GM68495

Make

CHRYSLER

Model

PACIFICA

Model Year

2005

Date Purchased
01-APR-07

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code

141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Multiple Failure: 200

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-APR-2007

Failure Mileage
28000

Failure Speed
0

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. EVER SINCE THE VEHICLE WAS PURCHASED, THE AIR BAG SENSOR FAILS TO ACTIVATE WHEN AN OCCUPANT IS SEATED IN THE FRONT PASSENGER SEAT, REGARDLESS OF THEIR WEIGHT. THE DEALER STATED THAT THERE ARE TWO SENSORS IN THE SEAT THAT COULD NOT BE REPAIRED OR REPLACED BECAUSE THAT IS HOW THEY WERE DESIGNED BY THE MANUFACTURER. THE FAILURE MILEAGE WAS 28,000 AND CURRENT MILEAGE WAS 46,000.

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 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.

13241

68650

**HAROLD
ZEIGLER**

4200 Parkway Place Dr.

Grandville, MI 49418

(616) 588-4200

INVOICE

Chrysler
Dodge Jeep

Grandville

ALLENDAL, MI
HOME: BUS:

PAGE 1

F156292

SERVICE ADVISOR: 3497 JEFF SZUBINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	05	CHRYSLER PACIFICA	2C4GM68495		35964/35964		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10MAY05 IS			WAIT 26JUN07			CASH	27JUN07
R.O. OPENED		READY	OPTIONS: DLR:60085 ENG:3.5_Liter_MPI				

15:15 26JUN07 17:34 27JUN07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PASSENGER SIDE AIRBAG LIGHT OFF IS LIGHTING UP ALL THE TIME EVEN WHEN
SOMEONE IS SITTING IN SEAT.

CAUSE: CALIBRATION

85418401 OCS MODULE

4140 DAVID DILL LIC#: M138270

W 0.30

(N/C)

FC: UC PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

CHECK FOR STORED DTC'S. NONE PRESENT. PERFORM OCS VERIFICATION
TEST WITH SEAT WEIGHTS. CALIBRATION GOOD. ANY WEIGHT UNDER 105 LBS
WILL DISABLE THE PASSENGER AIR BAG

B CHECK FOR A WIND NOISE WHEN DRIVING, MAYBE AROUND THE DRIVERS SIDE
FRONT DOOR MIRROR OR INSIDE DOOR HANDLE AREA. ADVISE.

CAUSE: NO PROBLEM FOUND

23 BODY REPAIRS/DIAG

4140 DAVID DILL LIC#: M138270

C 0.00

0.00

0.00

DID NOT DUPLICATE

C CHECK FRONT SUSPENSION FOR LOOSENESS, FRONT SUSPENSION JUST FEELS
LIKE SOMETHING IS LOOSE WHEN DRIVING OVER BUMPS. ADVISE.

CAUSE: NO PROBLEM FOUND

85410200 SUSPENSION DIAGNOSTICS

4140 DAVID DILL LIC#: M138270

W 0.30

(N/C)

FC: UC PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.				ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE			DESCRIPTION		TOTALS	
SIGN: X REPAIRS PROPERLY COMPLETED AND CHECKED BY: X AUTHORIZED REPRESENTATIVE TECH. NAME & NO.				SALE	TYPE	COST	LABOR AMOUNT			
							PARTS AMOUNT			
							GAS, OIL, LUBE			
							SUBLET AMOUNT			
							DEDUCTIBLE, RENTAL & SUPPLIES			
							SUBTOTAL			
							LESS INSURANCE			
			SALES TAX							
DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.				All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act P.A. 300.			PLEASE PAY THIS AMOUNT			

YOU ARE ENTITLED TO A COPY OF THIS DOCUMENT WHEN SIGNING

CUSTOMER COPY

X

3947989

283014

INVOICE



ALLENDAL, MI
HOME BUS:

PAGE 1

TELEPHONE: (616) 452-2143

www.courtesy.com

SERVICE ADVISOR: 78 MARY KEARNEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	CHRYSLER PACIFICA	2C4GM68495		35981/35981		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR07 DD			14:00 19JUN07			CASH	19JUN07
DATE OF REPAIR		CUSTOMER NOTIFIED DATE		OPTIONS: STK:7799 DLR:58512 ENG:3.5 Liter MPI			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A WIND NOISE AT A PILLAR DRIVERS SIDE AND AT BOTTOM OF WINDSHIELD
DRIVERS SIDE. THERE IS ALSO A WIND NOISE COMING FROM PASS SIDE

LOWER DASH AREA

23L BODY-LIGHT

999 INTS 0.00

(N/C)

NOTES CHG TO 34600 #80 PER DJ

999 INTS 0.00

(N/C)

SUBL RESEAL WINDSHIELD PO#

INTS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

35981 SUBLET TO GLASS SHOP FOR RESEAL

B AIR BAG OFF LIGHT COMES ON WHEN FLICKERS INTERMITTENTLY WHEN WEIGHT
OF 130 LBS

NOTES MISC NOTES

13 NAVALTA, KEVIN LIC#: M126033

INTS 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

35981 COULD NOT VERIFY COMPLAINT. NO CODES, ALL STRAIN GAUGES
READING PROPRLY

C DRIVERS SIDE REAR DOOR AT EDGE OF BOTH DOORS PAINT CHIPPING

23L BODY-LIGHT

120 INTS 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

35981 BROUGHT TO BODY SHOP FOR TOUCH UP

D** WHEN A/C FIRST COMES ON LOUD CLUNK INTERMITTENTLY

NOTES MISC NOTES

13 NAVALTA, KEVIN LIC#: M126033

INTS 0.00

(N/C)

AUTHORIZATION				DESCRIPTION		TOTALS
ZONE	DEALER CO			LABOR AMOUNT		
				PARTS AMOUNT		
				GAS, OIL, LUBE		
				SUBLET AMOUNT		
				MISC. CHARGES		
				TOTAL CHARGES		
				LESS ADJUSTMENT		
				SALES TAX		
				PLEASE PAY THIS AMOUNT		

3947989

282646

INVOICE



ALLENDALE, MI

HOME: [REDACTED] BUS:

PAGE 1

TELEPHONE: (616) 452-2143

www.courtesy.com

SERVICE ADVISOR: 78 MARY KEARNEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	CHRYSLER PACIFICA	2C4GM68495		35460/35460		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR07 DD			14:00 08JUN07			CASH	08JUN07
DATE OF REPAIR		CUSTOMER NOTIFIED DATE	OPTIONS: STK:7799 DLR: ENG:3.5 Liter MPI				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A REPLACE SOP DOOR WEATHERSTRIPS FOR WIND NOISE

CAUSE: BOTH REAR DOORS HAVE A WIND NOISE AT HIGHWAY SPEEDS.

23510904 Weatherstrip, door opening on body -

Replace Rear-Right (B)

41 WEIKS,MIKE LIC#: M248301

WS40 0.20

(N/C)

2 WT91XXXAC W/STRIP-REAR DOOR BODY MO

(N/C)

23510905 Weatherstrip, door opening on body -

Replace Rear-Left (B)

41 WEIKS,MIKE LIC#: M248301

WS40 0.20

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

35460 BOTH REAR DOORS HAVE A WIND NOISE AT HIGHWAY SPEEDS.

23510904/0905 FC=X8 0.2+0.2 0.40 REPLACED BOTH REAR DOOR BODY MOUNTED

WEATHERSTRIP SEALS FOR WIND NOISE AT HIGHWAY SPEEDS.

B CUSTOMER STATES THE AIR BAG LIGHT SHUTS OFF INTERMITTENTLY

CAUSE: PASS SIDE AIR BAG LIGHT GOES OUT INTERMITTANTLY.

NOTES MISC NOTES

41 WEIKS,MIKE LIC#: M248301

INTS 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

35460 PASS SIDE AIR BAG LIGHT GOES OUT INTERMITTANTLY. 0.00 PASS

SIDE AIR BAG SHUT OFF LIGHT IS WORKING PROPERLY AT THIS TIME.

C CUSTOMER STATES THE SUSPENSION BOUNCES OVER BUMPS

CAUSE: BOUNCE IN SUSPENSION OVER BUMPS.

NOTES MISC NOTES

41 WEIKS,MIKE LIC#: M248301

INTS 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

AUTHORIZATION				DESCRIPTION		TOTALS
ZONE	DEALER CODE			LABOR AMOUNT		
				PARTS AMOUNT		
				GAS, OIL, LUBE		
				SUBLET AMOUNT		
				MISC. CHARGES		
				TOTAL CHARGES		
				LESS ADJUSTMENT		
				SALES TAX		
				PLEASE PAY THIS AMOUNT		

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

MICHIGAN REPAIR FACILITY LICENSE NO. F-105382
ALL PARTS NEW UNLESS OTHERWISE NOTED
REPAIRS PROPERLY COMPLETED AND CHECK BY:

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT P.A. 300.

X _____ AUTHORIZED REPRESENTATIVE

3947989

282214

INVOICE



ALLENDALE, MI
HOME BUS:

PAGE 1

TELEPHONE: (616) 452-2143

www.courtesy.com

SERVICE ADVISOR: 78 MARY KEARNEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	CHRYSLER PACIFICA	2C4GM68495R		35096/35096		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR07 DD			17:00 30MAY07			CASH	30MAY07
DATE OF REPAIR		CUSTOMER NOTIFIED DATE	OPTIONS: STK:7799 DLR:58512 ENG:3.5 Liter MPI				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE AIR BAG LIGHT COMES ON WHEN SOMEONE APPROX WEIGHT 115 LBS SITS IN THE PASS FRONT SEAT CAUSE: POSSIBLY OUT OF CALIBRATION. 85418401 OCCUPANT CLASSIFICATION SYSTEM 41 WEIKS, MIKE LIC#: M248301 WS40 0.20 (N/C)							
FC: PART#: COUNT: CLAIM TYPE: W AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

35096 POSSIBLY OUT OF CALIBRATION. 85418401 FC=UC 0.20 RECALIBRATED PASS SIDE OCCUPANT CLASSIFICATION SYSTEM.

B CUSTOMER STATES THERE IS A WIND NOISE COMING FROM THE DRIVERS SIDE FRONT WINDOW OR POSS FRONT WINDSHIELD CAUSE: ORDERED BOTH REAR DOOR SEALS FOR WIND NOISE. WILL NOTIFY WHEN PART COMES IN.

PART YOUR PARTS HAVE BEEN ORDERED. YOU WILL BE NOTIFIED WHEN THEY ARRIVE. THANK-YOU...

41 WEIKS, MIKE LIC#: M248301

INTS 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

35096 ORDERED BOTH REAR DOOR SEALS FOR WIND NOISE. WILL NOTIFY WHEN PART COMES IN. 0.00

C CUSTOMER STATES THERE IS A SOUNDS LIKE POSS WIND NOISE COMING FROM THE PASS DASH OR LOWER AREA AT HIGHWAY SPEEDS CAUSE: SEE LINE B

NOTES MISC NOTES

AUTHORIZATION				I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle for the purpose of repairs thereto.				DESCRIPTION		TOTALS	
ZONE				DEALER CODE				LABOR AMOUNT			
								PARTS AMOUNT			
								GAS, OIL, LUBE			
								SUBLET AMOUNT			
								MISC. CHARGES			
ORIGINAL ESTIMATE				NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.				TOTAL CHARGES			
PARTS				LABOR				LESS ADJUSTMENT			
TOTAL								SALES TAX			
HRS.	AUTHORIZED ADDITIONS	DATE	TIME	ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT P.A. 300				PLEASE PAY THIS AMOUNT			
BY				AUTHORIZED REPRESENTATIVE							