



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 ☐

Reference No.
10225392

22-APR-2008
6 PM 2:26

OWNER INFORMATION (Type or Print)

Name

Address

City

ORLAND PARK

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to use the information you provide for its purposes?
In the absence of an authorized signature, please sign and date the vehicle manufacturer.
Signature of Owner _____ Date 6/3/08

VEHICLE INFORMATION

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

2C8GF68414R

Make

CHRYSLER

Model

PACIFICA

Model Year

2004

Date Purchased
15-MAR-04

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☒

Antilock Brakes

Powertrain

ALL WHEEL DRIVE

Vehicle Component Code

021000 SUSPENSION:FRONT

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
21-NOV-2004

Failure Mileage
6000

Failure Speed
20

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: DOTM9ABC036)

☐ 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 2004 CHRYSLER PACIFICA. WHILE DRIVING 20 MPH, THE VEHICLE BEGAN TO SHAKE AND MADE A THUMPING SOUND. THE VEHICLE ALSO TENDS TO PULL TO THE RIGHT. THE VEHICLE WAS DIAGNOSED BY THE DEALER, BUT THE FAILURE CONTINUES. THE CURRENT MILEAGE WAS 51,200 AND FAILURE MILEAGE WAS 6,000.

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.

June 3, 2008

To whom it may concern,

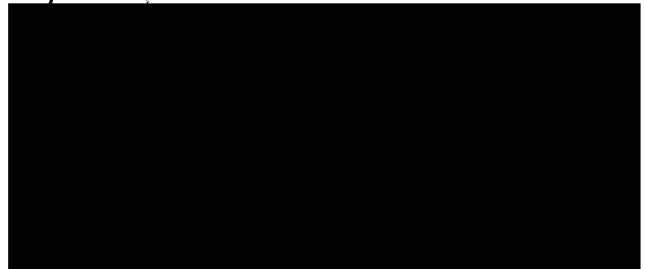
Is poor craftsmanship the result of a downward spiraling economy? It use to be that a person could purchase a car in hopes to have it at least 10 years or so. A customer would look at the design, the size, the car mileage, the engine and the safety features. He or she may put down a hefty down payment and sign their life a way to their creditor.

He/she will bring the car in every 3,00 miles for and oil change and come in for its routine maintenance schedules. He/she will wash the car, have it detailed and anything that requires uptake. That person depends on the auto company to come through with its part. The American public expects quality craftsmanship and standard safety measures- if not above and beyond. But now what happens when the dealer or the auto company can not keep its part of the deal.

Americans depend on their cars to go to work. They depend on them to get to locations safely when traveling locally. They depend on them when they take their road trips. With the economy sagging, the public does not want to see safety and craftsmanship to be compromised especially when we work so hard to make those car payments.

Thank you for your concern.

Sincerely,



2004 Chrysler Pacifica
Vin 2C8GF68414R

Purchased Vehicle April 2004

Automobile Craftsmanship Problems

11/08/04 Car out of alignment

12/23/04 Battery stalling

4/8/05 Left rear seatbelt wouldn't retract. Part was repaired because of "wear and tear"

6/4/07 Tie rod ends and nuts replaces. In July 07, it was discovered when replacing the front brakes that a new set of tie rod ends and nuts had to be replaced; only the outer ones were replaced (and no longer under warranty)

2 ½ Tire sets have been replaced because of the tie rod ends and the misalignment that is created because of the system.

2/11/08 Blower motor and resistor system had to be completely replaces.

3/08 Car battery stalling

6/08 Car stalling



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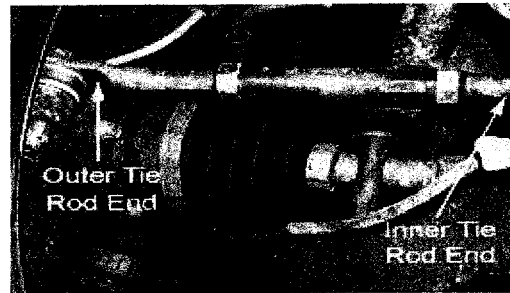
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Steering & Suspension: Tie Rod



Ball Joints
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Pitman Arm
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Shocks
Springs
Steering Gear
Steering Knuckle
Struts
Suspension Components
Sway Bar
Tie Rod
Wheel Alignment

Description: The tie rods connect the center link to the steering knuckle on cars with conventional suspension systems and recirculating ball steering gears. On cars with MacPherson strut suspension and rack-and pinion steering gears, the tie rods connect the end of the rack to the steering knuckle. A tie rod consists of an inner and an outer end.

Purpose: The tie rod transmits force from the steering center link or the rack gear to the steering knuckle, causing the wheels to turn. The outer tie rod end connects with an adjusting sleeve, which allows the length of the tie rod to be adjustable. This adjustment is used to set a vehicle's "toe", a critical alignment angle.

Maintenance Tips/Suggestions: Your vehicle's steering and suspension systems should be checked regularly, at least once a year along with a complete wheel alignment. A worn tie rod end can cause wandering, erratic steering, and excessive tire wear. If tie rod replacement is necessary, a wheel alignment is also required because tie rod replacement disturbs the toe setting. For best results, consult a qualified service technician for professional advice and service on your vehicle's suspension and steering systems.

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2004 Pacifica electrical problems

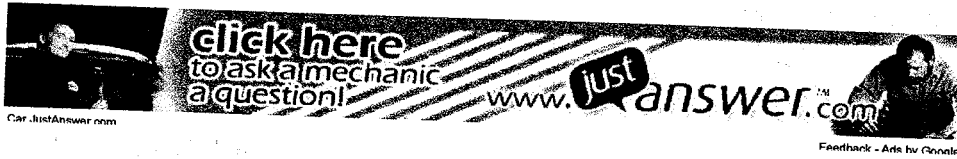
2006 pacifica leaking coolant, cooling fans

Latest Chrysler layoffs may cut Kokomo work

Apr 13	DEB	75
Apr 11*	greg beach	1
Apr 6	Local	74

Comments made yesterday: 97,088 | Total comments across all topics: 28,753,493

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Chrysler Pacifica

2004 pacifica

Posted in the Chrysler Pacifica Forum

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www.Chrysler.com/pacifica

2007 Pacifica Reviews - Consumers Review Top 5 Pros and Cons of Pacifica

www.ReviewCars.com

Chrysler Pacifica - MSN - Chrysler Pacifica reviews & news on the latest models - MSN Autos.

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Comments

Showing posts 21 - 36 of 36 « prev | next »

Go to last post | Jump to page: 2

- | | | |
|---|--------------|--|
| Paul
Danville, IL | Jul 17, 2007 | #21 Judge It! Report Abuse Reply » |
| I replaced the idle air control solenoid, and the problem was resolved | | |
| Page
Pittsburgh, PA | Jul 18, 2007 | #22 Judge It! Report Abuse Reply » |
| Knowing my brakes were bad, my husband pulled the Pacifica out of the garage into our driveway, gently testing them. To ensure he would stop, he threw the emergency brake. When he did this, we heard a loud noise and a piece of metal fell from my driver rear wheel. Turns out it was a 6" piece of the stabilizing arm! First off, it wasn't made of steel (which it is supposed to be). Secondly, Chrysler is refusing to cover it under my warranty because they said I "broke it" vs. it being a defective part! These parts aren't supposed to brake! God forbid I had been driving on a road at regular speeds! Has anyone else had these problems? | | |
| travis
AOL | Jul 26, 2007 | #23 Judge It! Report Abuse Reply » |
| yeah my 04' is a lemon. so many problems 2 of the window moders failed literally within minutes of each other the top ortian of the stereo had light problems you had to hit it to work it. and worst of all. the condensation from the air conditaning drips out from above the front passender seat witch has ruined the car. | | |
| Terry
Loveland, OH | Aug 7, 2007 | #24 Judge It! Report Abuse Reply » |
| <p>Miz Lola wrote:
Where, oh where, is the brake fluid reservoir? I looked in the owner's manual, but there was no picture to guide me in the right direction. I see nothing in the engine that indicates where the brake fluid goes.
THANX!</p> <p>If You Go To Page #248 In Your Owners Manual You Will See A Picture Of (Oh Where)</p> | | |
| Terry
Loveland, OH | Aug 7, 2007 | #25 Judge It! Report Abuse Reply » |
| Lola, Go To Page # 248 In Your Owners Manual | | |
| Jasper
Bad Axe, MI | Aug 17, 2007 | #26 Judge It! Report Abuse Reply » |
| <p>scot wrote:
I have a sister in law with a 04 and it has an out headlight. does anyone know a trick to get the assembly to slide out toward the front like the book says it will. I took the screws out and it wiggles around but it seems to be stuck in, won't slide forward. am I missing something?
Thanks</p> <p>to get the light out. pop to 2 screws out. then push down a little bit while pulling foward towards you it sits in a clip on the bottom</p> | | |
| Calvin
Washington, DC | Aug 27, 2007 | #27 Judge It! Report Abuse Reply » |

A website with complaints from other customers

the interior lights remain on and the keyless entry no longer works. My liftgate works only when the car is on and the heater won't turn off until I disconnect the battery. Does anyone know what relay switch this is?? The dealership will tell me to put in on the scope, and then charge me some bogus amounts when they will more than likely know the issue when I explain it to them.

dgp

Johnstown, PA

Feb 7, 2007

#17 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

I also have an 04 pacifica and I am having problems with the front electric seats and heated seats. Sometimes they work, sometimes they don't. Was this similar to any of the electric problems you were having? Not sure what to do because I don't want a huge repair bill.

ddg wrote:

Just got my '04 AWD Pacifica back from repairs: power transfer unit, rack & pinion, bad brake fluid cap. Have had the door electronics module replaced, going bad again. Lots of annoying little problems. I love the design of the vehicle, interior and exterior, totally practical for me and it tows the boat like a dream, but boy is it built poorly. But I expected problems with it being the first year of a new model so I got that extended warranty, so glad I did.

Jason-Cleveland
OH

Lewis Center, OH

Feb 7, 2007

#18 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

scot wrote:

I have a sister in law with a 04 and it has an out headlight. does anyone know a trick to get the assembly to slide out toward the front like the book says it will. I took the screws out and it wiggles around but it seems to be stuck in, won't slide forward. am I missing something?
Thanks

Take a screw driver and easily pry between the back of the headlight and the metal headlight mount panel. There is a pressure clip on the bottom of the headlight. Putting it back in is very simple, line it up and push it in until you hear it snap in, then put the 2 screws back in.

Darrell Madison IN
Madison, IN

Feb 21, 2007

#19 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

vicki wrote:

I have a 2004 pacifica that has 23,000 miles on it. I have had problems with my stereo not working at times and I also have a very loud knocking on the left side of the vehicle at random times. It sounds like someone is hitting the underside with a hammer. Has anyone had similar problems?

Mine too is a 04 with the same knocking under it. Mine has 44000 miles on it now. Don't know what it is.

Paul

Danville, IL

Jul 7, 2007

#20 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

I have an 04 Pacifica, in the shop numerous times, replaced transfer unit, heater blower motor, ect.ect. now that i have 72000 miles on it and the warranty expired the motor starts and then dies, the dealership ran a test on it charged me 60.00 dollars and told me they THINK it is the idle air control motor but they cant be sure. they want 200.00 dollars to install a new one. does anyone know where I can purchase a mechanic book?

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Name
(appears on your post)

Michelle

Comments

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6523

topix

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Other Recent Chrysler Pacifica Discussions

Topic	Updated	Last By	Comments
discontinuing pacifica??	17 hr	Brian	2
Motor Mounts	Mon	Greg	8
'05 Pacifica Oil Consumption	Apr 17	Christine T	53
parking brake failure	Apr 15	Peter	2

Aug 26, 2007: My car will start but immediate cut off. I got it run after about 10 minutes and immediately drove it to the car dealer. The dealer said it was the Idle Air control motor. So I am now having it replaced. What will it take to get a recal and my money back if this is a common problem?

Gateway 1 wrote:

My 2004 Pacifica will turn over and immediately stall. Twice it wouldn't turn over at all. I took it once to the Chrysler Dealer who couldn't find the problem. It happened again days later and we had it towed back to the Dealer. They couldn't find the problem. The day I picked it up it happened again. Took it to another mechanic who said it may be the IDLE AIR CONTROL MOTOR. But they couldn't reproduce the problem. Took it home - happened again. Chrysler and the mechanic says the car must fail while connected to their computer to diagnose. Been without a car (yet with a car note) for over a month. What to do?

hwarriorwolf
AOL

Aug 29, 2007

#28 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

My 04 chrysler pacifica a/c blower isn't blowing in the front, but the rear is blowing, although not cool. The lights are working on the controllers. Anyone have any suggestions?

Brian

San Leandro, CA

Sep 5, 2007

#29 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Chrysler makes garbage and deceives people.

Visit <http://www.dontbuydodgechryslervehicles.com>

Chrysler

Cleveland, OH

Dec 28, 2007

#30 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

A have a 2004 Pacifica, purchased it in 2005 - nothing but trouble but the dealer has worked with me! When it was reaching 36,000 I decided to take the car in and have everything repaired that I thought was a problem the dealer used over 4,500 to repair everything he could get compensation for and I paid 1600 tires, tire rods and everything the dealer could not cover, drove the car for 4 months before I believed I should upgrade to an 08 Alpine - to my surprize I learned my car has little or no value - I would have to take a 5000 neg due to the plunge of the Pacifica value on the market !

Even with a engine with less than 12000 miles and excellent service record with the same dealer since it was purchased! No wonder we are lossing the market place to others!

Mark FL

Palm City, FL

Dec 29, 2007

#31 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Wow im glad I found this sight I couldnt figure out how to get get the headlight out but ill try the prying thing and to add to problems mine is a 2004 with 42000 mi on it and before the 3 36000 ran out I had the rims changed out do to peeling all the black plastic around the front window and around the wipers replaced and the front plastic grill replace which all was faded for free now out of warnty my a/c wont shut off u can chg the temprature but it stays on about medium and wont shut off oh ya and gad dash replaced it looked like rolling little hills in it but other than its a really nice car lolololo...

J RICE
AOL

Jan 10, 2008

#32 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

I just got hit with a 1,300.00 dollar bill for replacing tie rod ends and wheel bearing on front wheel bearing on 04 pacifica with 40,000 miles if they cant build better than that I will never Have another chrysler in my drive way I like keeping my driveway clear of junk

Tim

Washington, DC

Jan 15, 2008

#33 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Grab the inside of the light - where it goes to to towards the grill, get your fingers under the light housing, and yank her up and out

Derrick1217
Cleveland, OH

Mar 17, 2008

#34 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

2004 Pacifica V6 FWD - Manual states to change transmission fluid at 60,000. Had Lube Stop change the fluid using a suction and return type machine. 24 hours later transmission barely moving with dash board indicator light on, took back to lube stop and it showed the following codes. P0700 Transmission system malfunction, P0732 gear 2 ratio incorrect, P0733 gear 3 ratio incorrect, P0845 Trans fluid Pressure sensor/ switch B circuit malfunction.

Is this a fixable problem or does it mean that I have to pay 2600 for a rebuilt transmission?

Michelle
Chicago, IL

6 min ago

Thank you. I thought it was just my car. This is ridiculous since when do you fix the tie rod set that only includes the outer but, not the inner. I am calling Chryler, NHTSA and the FMVSS.

Ellie wrote:

My 2004 Pacifica has had the rack and pinion, ball joints and control arms all replaced once and then repaired a second time and I was told the 'noises' would probably always be there. I think we should start a class action suit and get monetary relief.

to come from the front right of mine. The mechanic actually told me to drive it till something fell off and then they could fix it. I am also having cruise control issues. only works when you first start the car and then only stays on for about a minute.

Gateway 1
Woodbridge, VA

Sep 20, 2006

#3 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

My 2004 Pacifica will turn over and immediately stall. Twice it wouldn't turn over at all. I took it once to the Chrysler Dealer who couldn't find the problem. It happened again days later and we had it towed back to the Dealer. They couldn't find the problem. The day I picked it up it happened again. Took it to another mechanic who said it may be the IDLE AIR CONTROL MOTOR. But they couldn't reproduce the problem. Took it home - happened again. Chrysler and the mechanic says the car must fail while connected to their computer to diagnose. Been without a car (yet with a car note) for over a month. What to do?

Scott
Saint Louis, MO

Oct 27, 2006

#9 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

We had the same problem recently. Replaced the IACM and the problem went away.

Gateway 1 wrote:

My 2004 Pacifica will turn over and immediately stall. Twice it wouldn't turn over at all. I took it once to the Chrysler Dealer who couldn't find the problem. It happened again days later and we had it towed back to the Dealer. They couldn't find the problem. The day I picked it up it happened again. Took it to another mechanic who said it may be the IDLE AIR CONTROL MOTOR. But they couldn't reproduce the problem. Took it home - happened again. Chrysler and the mechanic says the car must fail while connected to their computer to diagnose. Been without a car (yet with a car note) for over a month. What to do?

ddg
Tucson, AZ

Nov 3, 2006

#10 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Just got my '04 AWD Pacifica back from repairs: power transfer unit, rack & pinion, bad brake fluid cap. Have had the door electronics module replaced, going bad again. Lots of annoying little problems. I love the design of the vehicle, interior and exterior, totally practical for me and it tows the boat like a dream, but boy is it built poorly. But I expected problems with it being the first year of a new model so I got that extended warranty, so glad I did.

simand
East Troy, WI

Nov 10, 2006

#11 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

I have a 2004 Pacifica also. I loved it from the beginning. It was the perfect size and had everything I needed. I also had electrical problems. My battery would die every time I would leave the hatch open. But that was something I could live with. I now have 72,000 miles on it and in the last month or so I had knocking in the engine. I took it in to the dealer. First of all it took them a week to figure out what it was. I need a new engine. They said it was because I didn't keep up with oil changes, which was false and I had the paperwork to prove it, oh and of course the warranty is up at 70,000 miles. They won't even give me a discount. Now that the car has been there for a month they let us know that the rods are bad. This sounds like a scam to me. Does anyone know of any recourse in this kind of situation.

Miz Lola
United States

Nov 13, 2006

#12 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Where, oh where, is the brake fluid reservoir? I looked in the owner's manual, but there was no picture to guide me in the right direction. I see nothing in the engine that indicates where the brake fluid goes.
THANX!

scot
Manitowoc, WI

Nov 19, 2006

#13 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

I have a sister in law with a 04 and it has an out headlight. does anyone know a trick to get the assembly to slide out toward the front like the book says it will. I took the screws out and it wiggles around but it seems to be stuck in, won't slide forward. am I missing something?
Thanks

Dan
Sycamore, OH

Dec 5, 2006

#14 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

My '05 Pacifica just recently started the "turn over but would die" business. Had it towed to the dealer who replaced the idle air control motor, free of charge - purchased the chrysler in April of this year.

Marc
Bronx, NY

Jan 6, 2007

#15 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

I've changed my bulbs a few times to H.I.D....You have to pry them out from the corners and pull real hard ,there held in by clips.

Mark
Toronto, Canada

Jan 15, 2007

#16 | [Judge It!](#) | [Report Abuse](#) | [Reply »](#)

Anyone had any issues with a shutoff relay?? I remove the key from the ignition and all of

Michelle
Chicago, IL

4 min ago

OH, just wait till the whole blower motor and resistor go out for the whopping cost of \$900. Thanks Chrysler.

hwarriorwolf wrote:

My 04 chrysler pacifica a/c blower isn't blowing in the front, but the rear is blowing, although not cool. The lights are working on the controllers. Anyone have any suggestions?

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(appears on your post)

Michelle

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2004 Pacifica electrical problems	Apr 13	DEB	75
2006 pacifica leaking coolant, cooling fans	Apr 11	greg beach	1
Latest Chrysler layoffs may cut Kokomo work	Apr 6	Local	74

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Chrysler Pacifica

2004 pacifica

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Comments

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- | | | |
|---|--------------|---|
| vicki
Henderson, NV | Apr 6, 2006 | #1 Judge It! Report Abuse Reply » |
| I have a 2004 pacifica that has 23,000 miles on it. I have had problems with my stereo not working at times and I also have a very loud knocking on the left side of the vehicle at random times. It sounds like someone is hitting the underside with a hammer. Has anyone had similar problems? | | |
| Gary
Hartford, CT | May 5, 2006 | #2 Judge It! Report Abuse Reply » |
| Yes! I took my '04 to the dealer again this morning. This'll be the 3rd time in for front-end/underside knocking noises. | | |
| Patrick
Waco, TX | May 21, 2006 | #3 Judge It! Report Abuse Reply » |
| Dealer tried fixing the issue three times. They finally replaced the Power Transfer Unit and that solved the clicking noise. | | |
| Calvin
Royston, GA | Jun 16, 2006 | #4 Judge It! Report Abuse Reply » |
| Hello, I have an '04 as well. Worse mistake I made by purchasing it. I have been trying to get rid of it since I had it. Beautiful vehicle but to many problems. The underside Knocking noise is a serious problem. I have had my vehicle in the shop 4 times now. No changes and I am very unhappy. I really wish they would recall them. | | |
| Ellie
New Providence, NJ | Aug 6, 2006 | #5 Judge It! Report Abuse Reply » |
| My 2004 Pacifica has had the rack and pinion, ball joints and control arms all replaced once and then repaired a second time and I was told the 'noises' would probably always be there. I think we should start a class action suit and get monetary relief. | | |
| Yolanda
Chattanooga, TN | Sep 9, 2006 | #6 Judge It! Report Abuse Reply » |
| <p><i>Ellie wrote:</i>
My 2004 Pacifica has had the rack and pinion, ball joints and control arms all replaced once and then repaired a second time and I was told the 'noises' would probably always be there. I think we should start a class action suit and get monetary relief.</p> <p>I loved the way the Pacifica looked that is why I bought it in the first place but I seriously wished I had done more research before I bought it I have had alot of problems I have even written the NHTSA and complained about the problems I have had, there was recal on my year model and with the exact problems but Chrysler told me that mine was not included cause it was built at a different plant than the ones with the problems, I wish they would do a recal also, everyone I talk with has had problems,</p> | | |
| karl
Bothell, WA | Sep 18, 2006 | #7 Judge It! Report Abuse Reply » |
| I have also had my car in the shop After the fourth time I just gave up. the clunking seems | | |

Ads by Google

Chrysler Pacifica News

- 2009 Dodge Journey Review
- Direct route isn't always the fastest
- Avoiding The Pump
- Officer resigns, department closes investigation
- Chrysler, GM to Cut Dealers
- Dodge Using Journey To Get Buyers Pacifica Could Not
- Chrysler to end badge-engineering, create three-brand dealers...
- Carmakers put models out to pasture
- Auto Headlines: Chrysler eyes crossovers
- Lincoln's new tourer

Visit the Chrysler Pacifica page

Most Popular

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8. Carter: Hamas May Accept Israel As 'Neighbor' - 115 comments
9. What Divides Catholics and Protestants? - 122 comments
0. What are Chinese troops doing on Zimbabwe's streets? - 85 comments

4R646505

1 4 9 1 1 8


Mancari's
 OF ORLAND, INC.


INVOICE

CHRYSLER PLYMOUTH, JEEP EAGLE, ISUZU

 DUPLICATE 2
 PAGE 1

 8821 W. 159th Street ORLAND HILLS, IL 60477
 (708) 460-8400 DEALER NO. 51-68590

 CUSTOMER
 CALLED YES ☐ NO ☐

SERVICE ADVISOR: 968 ROY CARLSON

ORLAND PARK, IL

HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	04	CHRYSLER PACIFICA	2C8GF68414F		7952/7955		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 08NOV04			CASH	10NOV2004
DATE OF REPAIR		CUSTOMER NOTIFIED DATE	OPTIONS: DLR:68590 ENG:3.5 Liter MPI				

12:34 08NOV04 17:41 10NOV04

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CHECK STEERING SEE MARIO

CAUSE: OUT OF ALIGN

02000142 FRONT END AND REAR WHEEL-Alignment (B)

999 W94 0.00

(N/C)

2 5013687AB BOLT-CAMBER ADJUSTMENT

(N/C)

FC: 50 PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

97756555 SUBLET

999 W94 0.00

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

SUBL DERE PO#35542

W94

(N/C)

THANK YOU FOR YOUR BUSINESS

PLEASE DO US THE FAVOR OF COMPLETING ANY

SURVEYS THAT YOU MAY RECEIVE FROM EITHER

CHRYSLER OR ISUZU

IF YOU CAN NOT RETURN YOUR SURVEY AS 100%

SATISFIED, PLEASE LET US KNOW.

MARIO GIANNESSE--SERVICE MANAGER

SERVICE HOURS

 MONDAY THROUGH FRIDAY 7:30 A.M. - 6:00 P.M.
 SATURDAY AND SUNDAY CLOSED

LABOR HOUR DISCLOSURE

 "THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON
 MANUAL, MOTORS CRASH BOOK, AND/OR SIMILAR PUBLICATIONS WHICH
 REFLECT THE AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF
 SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE
 OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE."

 LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST.
 CHRYSLER RETAIL PARTS PURCHASE ONLY, PARTS AND LABOR WARRANTED FOR 12
 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

 The factory warranty constitutes all of the
 warranties with respect to the sale of this
 item/items. The Seller hereby expressly
 disclaims all warranties, either express or
 implied, including any implied warranty of
 merchantability or fitness for a particular
 purpose. Seller neither assumes nor
 authorizes any other person to assume for it
 any liability in connection with the sale of this
 item/items.
 NOT RESPONSIBLE FOR LOSS OR DAMAGE
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE
 IN CASE OF FIRE, THEFT OR ANY OTHER
 CAUSE BEYOND OUR CONTROL. \$20.00 PER
 DAY STORAGE FEE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE/DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

46505

151835



INVOICE

PAGE 1

OF ORLAND, INC.
CHRYSLER PLYMOUTH, JEEP EAGLE, ISUZU

8821 W. 159th Street ORLAND HILLS, IL 60477
(708) 460-8400 DEALER NO. 51-68590

CUSTOMER CALLED YES ☐ NO ☐

ORLAND PARK, IL
HOME: BUS:

SERVICE ADVISOR: 928 TONY 3273 CESARIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	04	CHRYSLER PACIFICA	2C8GF68414R		9010/9011		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 23DEC04			CHC	23DEC2004

DATE OF REPAIR CUSTOMER NOTIFIED DATE OPTIONS: DLR:68590 ENG:3.5 Liter MPI

06:36 23DEC04 10:52 23DEC04

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			CHANGE OIL AND FILTER				
	26860303		CSC-LUBE,OIL & OIL FILTER CHANGE COUPON				
			695 RAYMOND, MARK LIC#: 5127				
			CSC 0.30			8.80	8.80
	1 5281090		FILTER-ENGINE OIL		6.60	5.14	5.14
	5 4761839AB		*OIL		2.25	2.21	11.05
	95260001		SPECIAL SERVICE MAINT. COST				
			695 RAYMOND, MARK LIC#: 5127				
			CSC 0.00			0.00	0.00

9010 LUBE OIL AND FILTER

B CUSTOMER STAETS VEHICLE STALLS WHEN STARTED

CAUSE: CHECK STALLING CONCERN

85411400 00 -TIME

695 RAYMOND, MARK LIC#: 5127

W94 0.50

(N/C)

FC: Y4 PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

9010 CHECK COMPLAINT OF VEHICLE STALLS WHEN STARTED INSPECT CHECK FOR
CODES NO FAULT CODES IN SYSTE M. ATTEMPT TO DUPLICATE COMPLAINT. UNABLE
TO DUPLICATE CUSTOMER COMPLAINT AT THIS TIME.

THANK YOU FOR YOUR BUSINESS

PLEASE DO US THE FAVOR OF COMPLETING ANY

SURVEYS THAT YOU MAY RECEIVE FROM EITHER

CHRYSLER OR ISUZU

IF YOU CAN NOT RETURN YOUR SURVEY AS 100%

SATISFIED , PLEASE LET US KNOW .

MARIO GIANNese--SERVICE MANAGER

SERVICE HOURS	DESCRIPTION	TOTALS
MONDAY THROUGH FRIDAY 7:30 A.M. - 6:00 P.M.	LABOR AMOUNT	8.80
SATURDAY AND SUNDAY CLOSED	PARTS AMOUNT	16.19
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	24.99
	LESS INSURANCE/DISCOUNT	26.24
	SALES TAX	1.25
	PLEASE PAY THIS AMOUNT	0.00

LABOR HOUR DISCLOSURE

"THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON
MANUAL, MOTORS CRASH BOOK, AND/OR SIMILAR PUBLICATIONS WHICH
REFLECT THE AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF
SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE
OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE."

The factory warranty constitutes all of the
warranties with respect to the sale of this
item/items. The Seller hereby expressly
disclaims all warranties, either express or
implied, including any implied warranty of
merchantability or fitness for a particular
purpose. Seller neither assumes nor
authorizes any other person to assume for it
any liability in connection with the sale of this
item/items.
NOT RESPONSIBLE FOR LOSS OR DAMAGE
TO VEHICLE OR ARTICLES LEFT IN VEHICLE
IN CASE OF FIRE, THEFT OR ANY OTHER
CAUSE BEYOND OUR CONTROL. \$20.00 PER
DAY STORAGE FEE.

CUSTOMER SIGNATURE

CUSTOMER COPY

158457


MANCARI'S


OF ORLAND, INC.

CHRYSLER PLYMOUTH, JEEP EAGLE, ISUZU

8821 W. 159th Street ORLAND HILLS, IL 60477
(708) 460-8400 DEALER NO. 51-68590

INVOICE



PAGE 1

SERVICE ADVISOR: 968 ROY CARLSON 4185

CUSTOMER CALLED YES ☐ NO ☐
 M
1
O
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	04	CHRYSLER PACIFICA	2C8GF68414R		12513/12513	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN04 IS			17:00 18APR05			CHC
DATE OF REPAIR	CUSTOMER NOTIFIED DATE	OPTIONS: DLR:68590 ENG:3.5 Liter MPI				INV. DATE
09:25 18APR05	10:45 18APR05					18APR05

 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A PERFORM OIL CHANGE SERVICE-CHANGE OIL AND FILTER, TOP OFF WASHER
 FLUID, CHECK/ADJUST TIRE PRESSURES

26950099 CASUAL LOP

333 RAMOCKI, BRIAN J LIC#: 3200

CSC 0.30

1 5281090 FILTER-ENGINE OIL

8.80 8.80

6 4761839AB *OIL

6.70 5.20 5.20

95260001 SPECIAL SERVICE MAINT. COST

2.60 2.41 14.46

333 RAMOCKI, BRIAN J LIC#: 3200

CSC 0.00

12513 CSC LUBE OIL AND FILTER CHANGE.

0.00 0.00

 B PERFORM TIRE ROTATION - INSPECT TIRE CONDITION AND CHECK/ADJUST TIRE
 AIR PRESSURE TO SPEC

ROT PERFORM TIRE ROTATION - INSPECT TIRE

CONDITION AND CHECK/ADJUST TIRE AIR PRESSURE

TO SPEC

333 RAMOCKI, BRIAN J LIC#: 3200

C 0.30

12513 .3 ROTATED TIRES FRT TO REAR.

19.95 19.95

C LEFT REAR SEAT BELT WONT RETRACT

26 PARTS ORDERED

333 RAMOCKI, BRIAN J LIC#: 3200

C 0.00

 12513 WARR. CHECKED LT REAR SEAT BELT WILL NOT RETRACT. FOUND LT REAR
 SEAT BELT TWISTED FOUND NECESSARY TO ORDER PART.

0.00 0.00

PAID

APR 18 2005

SERVICE HOURS

 MONDAY THROUGH FRIDAY 7:30 A.M. - 6:00 P.M.
 SATURDAY AND SUNDAY CLOSED

LABOR HOUR DISCLOSURE

 "THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON
 MANUAL, MOTORS CRASH BOOK, AND/OR SIMILAR PUBLICATIONS WHICH
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 SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE
 OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE."

 LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST.
 CHRYSLER RETAIL PARTS PURCHASE ONLY. PARTS AND LABOR WARRANTED FOR 12
 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

 The factory warranty constitutes all of the
 warranties with respect to the sale of this
 item/items. The Seller hereby expressly
 disclaims all warranties, either express or
 implied, including any implied warranty of
 merchantability or fitness for a particular
 purpose. Seller neither assumes nor
 authorizes any other person to assume for it
 any liability in connection with the sale of this
 item/items.
 NOT RESPONSIBLE FOR LOSS OR DAMAGE
 TO VEHICLE OR ARTICLES LEFT IN VEHICLE
 IN CASE OF FIRE, THEFT OR ANY OTHER
 CAUSE BEYOND OUR CONTROL. \$20.00 PER
 DAY STORAGE FEE.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE/DISCOUNT

SALES

PLEASE PAY THIS AMOUNT

CUSTOMER COPY

4 85700 22113 7



CLUB# 6485
16100 HARLEM AVE
TINLEY PARK, IL 60477 US
(708)429-6069



485700 32211

DATE -28-2005	NAME [REDACTED]	ADDRESS ORLAND PARK, IL [REDACTED]	PHONE # [REDACTED]
YEAR 2004	MAKE CHRYSLER	MODEL PACIFICA	COLOR Dark Blue
CENSE	ODOMETER 0	MEMBER ARRIVAL TIME 2005-08-28 03:05 PM	SERVICE COMPLETED TIME

Service Description	Service
TIRE INSTALL PACKAGE [2 @ 9.00] Whitewall - IN - Tire Pressure - NO ACTION, Ft. 0 R. 0 - Dispose of Old Tire - NO ACTION - New Tires - NO ACTION - Tire Warranty Offered - NO ACTION DISPOSE TIRE - Dispose Tire - NO ACTION LUG TORQUE Passenger Rear 0 FT-LB	18.00

Merchandise Description	Quantity	Unit Price	Merchandise
235/65R17	1	181.02	181.02
P235/65R17 103SLTXAS	1	133.62	133.62
Total (Excluding Tax)			332.64

Member Comments
Technician Comments

New tire on Passenger
rear. Old tire on
Spare. Spare Spare tire

6204 mi

DISCLAIMER

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Sam's Club 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 above vehicle to secure the amount of repairs thereto.
SAM'S CLUB IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND SAM'S CLUB CONTROL.

08-28-2005
DATE

SALES ASSOCIATE: TIMOTHY 1460

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.

CHRYSLER



200252

MANCARI'S

OF ORLAND, INC.

CHRYSLER, JEEP

www.mancaricars.com

8821 W. 159th Street - ORLAND HILLS, IL 60487

(708) 460-8400

DEALER NO. 51-68590

CUSTOMER

CALLED

YES ☐NO ☐

INVOICE

PAGE 1

 ORLAND PARK, IL
 HOME: BUS:

SERVICE ADVISOR: 928 TONY 3273 CESARIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	04	CHRYSLER PACIFICA	2C8GF68414R		33761/33761	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN04 IS			17:00 09FEB07			CASH
DATE OF REPAIR	CUSTOMER NOTIFIED DATE	OPTIONS: DLR:68590 ENG:3.5_Liter_MPI				
08:44 09FEB07	12:13 09FEB07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM OIL CHANGE SERVICE-CHANGE OIL AND FILTER, TOP OFF WASHER FLUID, CHECK/ADJUST TIRE PRESSURES						
LOF	PERFORM OIL CHANGE SERVICE-CHANGE OIL AND FILTER, TOP OFF WASHER FLUID, CHECK/ADJUST TIRE PRESSURES						
	958 KUECHER, JUSTIN LIC#: 3710						
	IFREE 0.20						(N/C)
	1 5281090 FILTER-ENGINE OIL						(N/C)
	5 68026605AA OIL						(N/C)
33761	LOF						
B	PERFORM TIRE ROTATION - INSPECT TIRE CONDITION AND CHECK/ADJUST TIRE AIR PRESSURE TO SPEC						
ROT	PERFORM TIRE ROTATION - INSPECT TIRE CONDITION AND CHECK/ADJUST TIRE AIR PRESSURE TO SPEC						
	958 KUECHER, JUSTIN LIC#: 3710						
	C 0.40					21.95	21.95
33761	ROTATE TIRES						
C	CHANGE TRANSFER CASE FLUID						
26	CHANGE TRANSFER CASE FLUID						
	958 KUECHER, JUSTIN LIC#: 3710						
	C 1.00					100.00	100.00
	2 5010320AA LUBRICANT				15.00	15.00	30.00
33761	CHANGE PTU FLUID						
CUSTOMER PAY HAZ.WASTE CHARGE FOR REPAIR ORDER							1.69

SERVICE HOURS	DESCRIPTION	TOTALS
MONDAY THROUGH THURSDAY 7:00 A.M. - 9:00 P.M.	LABOR AMOUNT	
FRIDAY 7:00 A.M. - 6:00 P.M.	PARTS AMOUNT	
SATURDAY 9:00 A.M. - 1:00 p.m. By Appointment Only	GAS, OIL, LUBE	
LABOR HOUR DISCLOSURE	SUBLET AMOUNT	
"THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON MANUAL, MOTORS CRASH BOOK, AND/OR SIMILAR PUBLICATIONS WHICH REFLECT THE AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE."	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. CHRYSLER RETAIL PARTS PURCHASE ONLY, PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

4R646505

207794

MANCARI'S

OF ORLAND, INC.

CHRYSLER, JEEP

www.mancaricas.com

8821 W. 159th Street - ORLAND HILLS, IL 60487

(708) 460-8400 DEALER NO. 51-68590

CUSTOMER CALLED YES ☒ NO ☐

ORLAND PARK, IL

HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 860 DENNIS 6722 STEARS

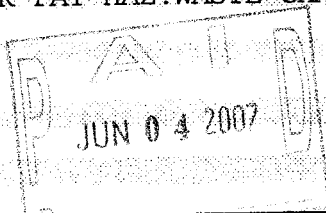
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	04	CHRYSLER PACIFICA	2C8GF68414R [REDACTED]		38402/38405	[REDACTED]
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN04 IS			17:00 04JUN07			CASH
DATE OF REPAIR	CUSTOMER NOTIFIED DATE	OPTIONS: DLR:68590 ENG:3.5 Liter MPI				
10:35 04JUN07	15:15 04JUN07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WHEN DRIVING HIGH SPEEDS VEHICLE SHAKES...							
26 REPLACED TIE ROD ENDS							
941 RYAN 7369, SHAWN LIC#: 7369							
			C	3.00		285.00	285.00
	2	68033477AA	TIE ROD		47.46	47.46	94.92
	1	6500092	NUT		7.11	7.11	7.11
SUBL DERE PO 52593 INV 17460							
			C			50.00	50.00
38402 OUTER TIE ROD ENDS HAVE PLAY REPLACE OUTER TIE ROD ENDS.							

B PERFORM OIL CHANGE SERVICE-CHANGE OIL AND FILTER, TOP OFF WASHER							
FLUID, CHECK/ADJUST TIRE PRESSURES							
LOF NO OIL CHANGED PERFORMED...							
941 RYAN 7369, SHAWN LIC#: 7369							
			C	0.00		0.00	0.00
38402 NO LOF PERFORMED AT THIS TIME.							

C PERFORM TIRE ROTATION - INSPECT TIRE CONDITION AND CHECK/ADJUST TIRE							
AIR PRESSURE TO SPEC							
ROT PERFORM TIRE ROTATION - INSPECT TIRE							
CONDITION AND CHECK/ADJUST TIRE AIR PRESSURE							
TO SPEC							
941 RYAN 7369, SHAWN LIC#: 7369							
			C	0.40		21.95	21.95
38402 MAINT ROTATE TIRES							

CUSTOMER PAY HAZ WASTE CHARGE FOR REPAIR ORDER							9.99



THANK YOU FOR YOUR BUSINESS
 PLEASE DO US THE FAVOR OF COMPLETING ANY
 SURVEYS THAT YOU MAY RECEIVE FROM EITHER
 CHRYSLER OR ISUZU
 IF YOU CAN NOT RETURN YOUR SURVEY AS 100%
 SATISFIED, PLEASE LET US KNOW.
 MARIO GIANNESSE--SERVICE MANAGER

SERVICE HOURS
 MONDAY THROUGH THURSDAY 7:00 A.M. - 9:00 P.M.
 FRIDAY 7:00 A.M. - 6:00 P.M.
 SATURDAY 9:00 A.M. - 1:00 p.m. By Appointment Only

LABOR HOUR DISCLOSURE

"THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON
 MANUAL, MOTORS CRASH BOOK, AND/OR SIMILAR PUBLICATIONS WHICH
 REFLECT THE AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF
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 OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE."

LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST.
 CHRYSLER RETAIL PARTS PURCHASE ONLY, PARTS AND LABOR WARRANTED FOR 12
 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

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 warranties with respect to the sale of this
 item/items. The Seller hereby expressly disclaims
 all warranties, either express or implied, including
 any implied warranty of merchantability or fitness
 for a particular purpose. Seller neither assumes nor
 authorizes any other person to assume for it any
 liability in connection with the sale of this
 item/items.
 NOT RESPONSIBLE FOR LOSS OR DAMAGE TO
 VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE
 OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND
 OUR CONTROL. \$20.00 PER DAY STORAGE FEE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	306.95
PARTS AMOUNT	102.03
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	50.00
MISC. CHARGES	9.99
TOTAL CHARGES	468.97
LESS INSURANCE	0.00
SALES TAX	8.68
PLEASE PAY THIS AMOUNT	477.65

CUSTOMER COPY

CUSTOMER INFORMATION		TAG #		VEHICLE INFORMATION YEAR / MAKE / MODEL		INITIAL ESTIMATE		REVISED ESTIMATE		CREATED BY	
NAME:		ADDRESS:		CITY/ST/ZIP:		HOME PHONE:		PARTS		LABOR	
STORE INFORMATION:		LICENSE #		COLOR		LOCATION		OTHER \$201.68		TAX \$13.99	
442 - SEARS		2004 CHRYSLER PACIFICA V6-215ci 3.5L F/I		BLUE		TIME OUT		TOTAL \$0.00		DATE/TIME OF REVISIT \$235.31	
Orland Square Dr		V.I.N.		ODOMETER IN		ODOMETER OUT		DATE/TIME OF REVISIT 03/24/2007		CASH ☐	
Orland Park, IL 60462		34919		03/24/2007 10:50 AM						CREDIT ☐	
708) 403-6428										CHECK ☐	
PA Number:		DROP-OFF		PROMISED TIME		TIRE INSTALLATION INSTRUCTIONS		LOCKS		PHONE AUTHORIZATION ☐	
Repair Number:						LF RF SP BW WW Y		Y		10:50 AM	
REFERENCE NUMBER		PRINTED ON				LR RR SAVE OLD TIRES XXX Y		ROWL		PHONE NUMBER CALLED	
ES NO		03/24/2007 12:00 PM								DATE TIME	
CUSTOMER COMMENTS		03/24/2007 12:01 PM		AIR PRESSURE FRONT / REAR		XXX				CONTACTED BY	
IN4729640										DATE	
LFP0# 729640										TIME	
PLACE RIGHT REAR TIRE				33/83 - ALL O.E. APPLICATIONS						See reverse for important warranty terms and other information.	

QTY.	ITEM #	DESCRIPTION OF MERCHANDISE	VLW/85 PRICE EA.	EXTENSION	TECH.
1	PS 09579506	TIRE, 235/65H17 MN ENMXV4+B	\$195.69	\$195.69	
1	AC 189021	LOCAL TIRE DISPOSAL	\$2.00	\$2.00	
1	PS 09598734	VALVE, CHR SLV 1.25 IN	\$3.99	\$3.99	
1	EF 082021	STATE ENVIRONMENTAL FEE	\$2.50	\$2.50	
1	LB 19012001	BALANCE, SPECIAL APP	\$13.99	\$13.99	

LL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.

EM / WARRANTY INFORMATION / CSA COMMENTS / TECHNICIAN COMMENTS

WARRANTY:

579506 : 50,000 MILE; Tread Depth: 10
LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

EM COMMENTS:

012001: For the Life of the Tire, special application balance service, includes all flotation, RV/Dual tire 16" and larger truck, 17" & larger high performance.

ITEMS INDICATED WITH AN ASTERISK (*) ARE SUBJECT TO A RESTOCKING AND/OR CANCELLATION FEE.

RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE

*09579506	QTY:1	
TIRE, 235/65H17 MN		\$195.69T
189021	QTY:1	
LOCAL TIRE DISPO		\$2.00T
09598734	QTY:1	
VALVE, CHR SLV 1.25		\$3.99T
082021	QTY:1	
STATE ENVIRONMEN		\$2.50
19012001	QTY:1	
BALANCE, SPECIAL		\$13.99

Parts SubTotal :	\$204.18
Labor SubTotal :	\$13.99
Reductions SubTotal :	\$0.00
SubTotal :	\$218.17
Tax :	\$17.14
Total :	\$235.31

RC: 0597-4991-1543-0197

Credit Tendered : \$235.31

CARDTYPE : AMERICAN EXPRESS
ACCT # : XXXXXXXXXX1004
AUTH CODE : 608330
CARD ID: VERIFIED
AMERICAN EXPRESS TOTAL: \$235.31

CARDHOLDER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF \$235.31

AND AGREES TO FULFILL THE OBLIGATIONS SET FORTH IN THE CARDHOLDER AGREEMENT.

A Restocking Fee may apply on returned merchandise

A 15% Cancellation Fee may apply on Special Ordered merchandise cancelled after 24 hours

See Salesperson for details

RETURN OLD PARTS TO CUSTOMER

Y N

I AM ENTITLED TO RECEIVE REPLACED AND REMOVED PARTS, OTHER THAN EXCHANGED OR WARRANTED PARTS WHICH WILL BE AVAILABLE FOR YOUR INSPECTION. OBTAIN FULL WARRANTY BENEFITS, YOU MUST PRESENT YOUR RECEIPT AND THE DEFECTIVE PRODUCT OR THE VEHICLE ON WHICH THE SERVICE WAS PERFORMED.

1-National (Rev. 10/05)

CUSTOMER COPY

Thank you for the opportunity to serve you.
Our goal is to provide Fast, Expert Service.
Please keep us in mind for your future automotive needs.

4R646505

2 2 4 5 9 4

CHRYSLER


MANCARI'S

OF ORLAND, INC.

CHRYSLER, JEEP

www.mancaricars.com

8821 W. 159th Street ORLAND HILLS, IL 60487

(708) 460-8400

DEALER NO. 51-68590

CUSTOMER

CALLED

YES ☒NO ☐

INVOICE

PAGE 1

SERVICE ADVISOR: 860 DENNIS 6722/SIERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	04	CHRYSLER PACIFICA	2C8GF68414R		47744/47746	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN04 IS			17:00 11FEB08			CASH
DATE OF REPAIR	CUSTOMER NOTIFIED DATE	OPTIONS: DLR:68590 ENG:3.5 Liter MPI				
08:13 11FEB08	16:09 11FEB08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1 CUSTOMER STATES VEHICLE HAS NO HEAT CHECK AND ADVISE..							
08 REPLACED BLOWER MOTOR AND RESISTOR..							
813 BRAUN, MARK LIC#: 9654							
			C	3.00		319.78	319.78
	1	4885475AC	MOTOR-BLOWER WITH WHEEL		170.10	170.10	170.10
	1	4885482AC	MODULE		82.08	82.08	82.08
17744 CHECK FRT BLOWER MOTOR INOP VERIFY TEST AND REPLACE FRT BLOWER							
MOTOR AND BLOWER RESISTOR VERIFY REPAIRS OK							

3 CUSTOMER STATES CHECK HEATED SEATS NOT WORKING.							
08 WORKING OKAY AT THIS TIME							
813 BRAUN, MARK LIC#: 9654							
			C	0.00		0.00	0.00
17744 CHECKM HEATED SET OPERATION , FRT HEATED SEATS WORKING PROPERLY AT							
THIS TIME							

1** CUSTOMER STATES REPLACE REAR BRAKES...							
05 NO WORK PERFORMED..							
813 BRAUN, MARK LIC#: 9654							
			C	0.00		0.00	0.00
17744 RECOMMEND TO REPLACE REAR BRAKE PADS , CUSTOMER DECLINED REPAIRS							
AT THIS TIME							

) ** CUSTOMER STATES REPLACE SPARK PLUGS							
09 REPLACED SPARK PLUGS							
813 BRAUN, MARK LIC#: 9654							
			C	2.00		190.00	190.00
	6	SZFR5LP13G	SPARKPLUG		10.00	10.00	60.00
17744 PERFORM ENGINE TUNE UP REPLACE 6 SPARK PLUGS AN SET ENGINE TO							
SPEC							

SERVICE HOURS
 MONDAY THROUGH THURSDAY 7:00 A.M. - 9:00 P.M.
 FRIDAY 7:00 A.M. - 6:00 P.M.
 SATURDAY 9:00 A.M. - 1:00 p.m. By Appointment Only

LABOR HOUR DISCLOSURE

"THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON MANUAL, MOTORS CRASH BOOK, AND/OR SIMILAR PUBLICATIONS WHICH REFLECT THE AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE."

LABOR WARRANTED FOR 90 DAYS OR 1,000 MILES, WHICHEVER OCCURS FIRST.
 CHRYSLER RETAIL PARTS PURCHASE ONLY. PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. \$20.00 PER DAY STORAGE FEE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



****MEMBER FINAL INVOICE****

INVOICE# 0064700
DATE 3/25/2008
12:55:54

NAME [REDACTED] PHONE [REDACTED] ALT PHONE [REDACTED]

MEMBERSHIP# [REDACTED]

ADDRESS [REDACTED] CITY ORLAND PARK ST IL ZIP [REDACTED]

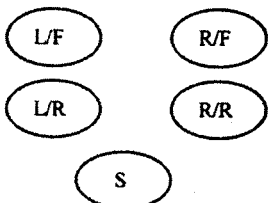
YEAR 2004 MAKE Chrysler TRK MODEL Pacifica SUB-MODEL Standard AWD

GVW 5800 WHEEL BASE 116.2 ODOMETER 49981 COLOR BLUE LIC# [REDACTED]

AIR FRONT 33 REAR 33 TORQUE 85 ALLOY LH STEELP SALESPERSON PA

	QTY	DESCRIPTION	SLIP PRINT
	4	ITEM# 908718 MANUF MICHELIN LATTITUDE HP TYPE ALL SEASON LUXURY SUV SIZE 235/65R17 104H HP RBL	
		ITEM# MANUF TYPE SIZE	
	4	6850 Car, Light Truck, Van, SUV Installation Package: Mount, Balance Rubber Valve Stem, Rotations, Rebalances, Repairs, Air Checks	
	4	7023 Costco Scrap Tire Disposal Fee Charged on all tires left for disposal. State disposal fees may also apply.	
		6841 Seasonal Exchange	
		8399 Snow Tire Studding Fee	
		6861 Rebalance (Non-Costco Tire)	
DOT 1 APXOF7210308		Flat Repair N/C	
DOT 2 APXOF7210308		Rotation N/C	
DOT 3 APXOF7210308		Rebalance N/C	
DOT 4 APXOF7210308		Road Hazard Warranty	
DOT 5		Mileage Adjustment	
DOT 6		Manuf. Defect	
DOT 7		Member Services	
DOT 8			

WORK TO BE DONE



SERVICE NOTES

BEST TWO TIRES SAVED AND PUT IN TRUNK, FIRST ROTATE AT 55981
, THANK YOU!!

BRENDAN

Ten Point Quality Assurance Release

Best to Spare
Static Dynamic
Blackwall Whitewall

• Air Pressure and Torque are levels recommended by Manufacturer.

90279