

OCT 12 2010

Elizabethtown, KY

September 23, 2010

Office of Defects Investigations
NHTSA Headquarters, NVS-216
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Toll-Free: 1-888-327-4236

Hearing Impaired (TTY): 1-800-424-9153

Subject: Defective 2005 Chrysler Pacifica Airbag (OCR Module) – NHTSA Case # 295744

Dear Sir,

I would like to formally report a defective airbag/OCR module on my 2005 Chrysler Pacifica. The airbag light came on or about September 2009. I was still covered under an extended vehicle warranty till 100,000 miles. I have been taking my car for repairs of numerous Chrysler LLC defectives since I have bought the vehicle from CarMax since December 2006.

I would like to state first and foremost that the employees of Chrysler Swope in Elizabethtown, KY have been very helpful and willing to bend over backwards to assist. I have had, I recently found a list of Chrysler defects, numerous defects for repairs to include the transmission, brakes wheel sensors, clogged throttle body (causes the gas pedal to stick – dangerous!!), and for now for almost 18 months a continuous popping sound in my left side of the front steering components. Swope Chrysler has repaired it numerous times and still the popping continuous. It has gone through a full new front end to include about 2-3 drive shafts and 3 rack and pinions. As you can see, I have had numerous defects on this Chrysler product. Chrysler Swope is NOT responsible in repairing an already known defect product from Chrysler LLC, but Swope has been very helpful and generous to a customer.

My current complaint, aside from the continuous/current front popping noise, is my defective airbag (OCR module). I have enclosed the receipt from Swope dated 22 Oct 09. The light is not fully on all of the time. It will cost me about \$363.00 to get the Chrysler defect to be repaired. It is not right, ethically/morally, for a customer to have to pay for this repair. Especially a known defect.

I would hope that Chrysler LLC can right this known defect. I also would like the NHTSA to request copies of all of my repairs with Chrysler Swope in Elizabethtown, KY to fully show the repairs on this vehicle. The majority have been covered by my now expired extended warranty.

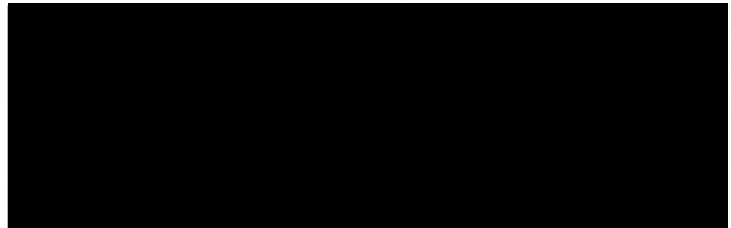
NM
110410
TGW

5

If Chrysler LLC will not do the right thing for a customer in repairing this known defect at no charge, I will be forced to file a lawsuit in the Hardin County Justice Center's Small Claims Court ASAP. I will be repairing the repair at my expense for now and present the bill at the court if it is necessary.

With all of the problems this Chrysler/Dodge fan has had with this Pacifica, I will probably be buying a new brand of automobile with less known defects.

You can contact me on my cell phone if necessary at [REDACTED]



6 Encls:

1. Bulleting Number for defective OCR Module – 2005 Pacifica
2. NHTSA Office of Defects for a 2005 Chrysler – Listed on 2 of the current defects, but I have had others repaired. OCR Module Bulletin # 0801905
Power Train (popping front end) #01011901
3. NHTSA email dtd 16 Sep 10
4. NHTSA email dtd 16 Sep 10 – Case # 295744
5. Swope Auto Center repair bill for the OCR Module (Airbags defective) and one of numerous repairs to the front end which is also a know defect of the Chrysler Pacifica
6. Motortrends article on defects – I have had the same Transmission control module also repaired by Swope Chrysler. It was repaired under my extended repair warrant, fortunately!

CF:

Chrysler Group LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004

Swope President Richard Swope
Sam Swope Auto Group, LLC
Chrysler Division/Dept
10 Swope Autocenter Dr.
Louisville, KY
40299

From: NHTSAHotline@telesishq.com <NHTSAHotline@telesishq.com>
To: [REDACTED]
Subject: Case Escalation
Date: Thu, Sep 16, 2010 4:21 pm

Notification of Case Escalation (All times are GMT-0400)

Project: NHTSA Hotline Center
Case: Defective 2005 Chrysler Pacifica - Unsafe Airbag!!
Case Number: 295744

Escalation: None **Status:** Closed
Date: 2010-09-16 **Time:** 16:20:50
Creation Date: 2010-09-15 **Creation Time:** 19:04:19

Description:

Entered on 09/16/2010 at 16:20:50 EDT (GMT-0400) by BOL:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

If you are interested in filing a complaint you may call our Hotline at 1-888-327-4236 and a Customer Service Representative will be happy to assist you.

You may also visit our web site at www.safercar.gov for information pertaining to Recalls and Defects. The site will provide you with the following resource information:

- Compliance Testing Database
- How To File a Complaint
- Early Warning Reporting Assistance
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- Search Technical Service Bulletins

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 09/15/2010 at 19:04:19 EDT (GMT-0400) by nhtsa.webmaster@dot.gov:

Sender Name: [REDACTED] Sender Email: [REDACTED] Subject: Defective 2005 Chrysler Pacifica - Unsafe Airbag!!
Comments: Dear Sir, I have a problem with my defective 2005 Chrysler Pacifica's airbag system. I noticed that on your report it is a know defect. Chrysler wants to charge me about \$400.00 to correct. This is on top of about 3 other defects that I see are known. This is the current defect: Manufacturer : CHRYSLER GROUP LLC Service Bulletin Number : 0801905 Date of Bulletin : MAR 19, 2005 NHTSA Item Number : 10013701 Component : AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE Summary : AIRBAG CONTROL AND OR OCCUPANT CLASSIFICATION MODULE SERVICE. 2005 CHRYSLER VOYAGER. *SC What can your office do to help this Retired US Army Soldier? SFC(Ret) [REDACTED] Elizabethtown, KY [REDACTED] Cell: [REDACTED]

Contact Information:

Last Name: [REDACTED] **First Name:** [REDACTED]
Email Address: [REDACTED] **NHTSA ID:** 246358

Body, Interior & Misc.: AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Service Bulletin Number: 801905

NHTSA Number: 10013701

Model Years Affected:

Date of Bulletin: 04/2005

Bulletin Summary: AIRBAG CONTROL AND OR OCCUPANT CLASSIFICATION MODULE SERVICE. 2005 CHRYSI

2005- Pacifica
OCP Module (Airbag)
Occupant Restraint
Module
Part # 4606933AC
Price: \$234.26

Emailed the
NHTSA on
the defect
airbag -
15 Sep 10

2005 Pacifica
Occupant Restraint Module

~~Part # 4606933AC~~

\$234.26 ← Swap Chrysler



OFFICE OF DEFECTS INVESTIGATION (ODI)

Service Bulletins - Search Results

50 Record(s) Displayed.

Make : CHRYSLER

Model : PACIFICA

Year : 2005

Manufacturer : CHRYSLER GROUP LLC

Service Bulletin Number : 0801905

Date of Bulletin : MAR 19, 2005

NHTSA Item Number : 10013701

Component : AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Summary :

AIRBAG CONTROL AND OR OCCUPANT CLASSIFICATION MODULE SERVICE. 2005 CHRYSLER VOYAGER. *SC

Report Date : **September 15, 2010 at 06:55 PM**
Search Type : **VEHICLE**
Year : **2005**
Make : **CHRYSLER**
Model : **PACIFICA**

Make : CHRYSLER

Model : PACIFICA

Year : 2005

Manufacturer : CHRYSLER GROUP LLC

Service Bulletin Number : 01011901

Date of Bulletin :

NHTSA Item Number : 10011944

Component : POWER TRAIN

Summary :

POPPING/CLICKING/SNAPPING SOUND IN FRONT END. FRONT HALF SHAFT AND FRONT HUB ASSEMBLY. GPOP - ISSUE REVIEW SYSTEM. *TT

NHTSA CONTACT INFORMATION

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Washington, DC 20590

Toll-Free: 1-888-327-4236

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Media inquiries: 202-366-9550

From: NHTSAHotline@telesishq.com <NHTSAHotline@telesishq.com>
To: [REDACTED]
Subject: Defective 2005 Chrysler Pacifica - Unsafe Airbag!! ISSUE=295744 PROJ=12
Date: Thu, Sep 16, 2010 4:21 pm

Airbag

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Project: NHTSA Hotline Center
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Case Number: 295744

Date: 09/16/2010 **Time:** 16:20:50
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Elizabethtown, KY [REDACTED] Cell: [REDACTED]

Contact Information:

Last Name: [REDACTED] **First Name:** [REDACTED]
Email Address: [REDACTED] **NHTSA ID:** 246358

SWOPE

AUTO CENTER

Swope Motors Inc.
1100 N. Dixie Hwy.
Elizabethtown, Kentucky 42701
Telephone: (270) 765-2181

SERVICE DEPARTMENT HOURS
7:30 a.m. - 6:00 p.m. Mon-Thurs
7:30 a.m. 5:30 p.m. Friday

R/O Open Date	R/O Number
10/22/09	1112781/1
R/O Close Date	Status
10/30/09	Reprint
Mileage In	Mileage Out
99494	99494
Service Advisor / Tag #	
Brandon Kinkade/178	
Vehicle Identification Number	
2C4GM684X5R	
Delivery Date	In-Service Date
	11/18/04
Color	License Number
GREY	

[REDACTED]		Work Phone	[REDACTED]
ELIZABETHTOWN, KY [REDACTED]		Home Phone	[REDACTED]
Year	Make	Model	Body
2005	CHRYSLER	PACIFICA	SUV

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR Customer Reports: FRONT END FEEL LOOSE WHEN HIT BUMP AND POPPING Caused by CHECKED AND FOUND RACK AND PINION BAD SWAY BAR END LINKS AND BUSHINGS BAD Work performed by Michael Skaggs(MI) Work performed by Hardin Warren(HW) Installed 4743669AB :LINK: STABILIZER BAR 2@47.70 Installed 6508274AA :NUT: HEX 4@1.95 Installed 4743163AC :BUSHING: STABILIZER BAR 2@8.30 Installed 5166226AA :FLUID: POWER STEERING 2@6.95 Installed R0400257 :GEAR: POWER STEERING 1@389.00 Sub Total: Labor: 382.50 Parts: 522.70 Total: 905.20 REMOVED AND REPLACED RACK AND PINION AND SWAYBAR ENDLINKS AND BUSHINGS SET TOE AUTH# KH1201909 12/12	348.50 34.00 95.40 7.80 16.60 13.90 389.00
#2 - MR Customer Reports: AIR BAG LIGHT COMES ON AT TIMES Caused by CHECKED AND FOUND ORC BAD Work performed by Michael Skaggs(MI) Sub Total: Labor: 59.50 Parts: .00 Total: 59.50 NOT COVERED BY SERVICE CONTRACT	59.50
#3 - MR MA2114: AUTOMATIC TRANS SVC 4X2 **FILTER EXTRA** \$139.95 Work performed by Michael Skaggs(MI) Installed 4864505AB :FLTR PKG: TRANSMISSION OIL Qty 1	Included Included

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either 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.

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

SWOPE

AUTO CENTER

Swope Motors Inc.
1100 N. Dixie Hwy.
Elizabethtown, Kentucky 42701
Telephone: (270) 765-2181

SERVICE DEPARTMENT HOURS
7:30 a.m. - 6:00 p.m. Mon-Thurs
7:30 a.m. 5:30 p.m. Friday

R/O Open Date	R/O Number
10/22/09	1112781/2
R/O Close Date	Status
10/30/09	Reprint
Mileage In	Mileage Out
99494	99494
Service Advisor / Tag #	
Brandon Kinkade/178	
Vehicle Identification Number	
2C4GM684X5R	
Delivery Date	In-Service Date
	11/18/04
Color	License Number
GREY	

[REDACTED]		Work Phone	[REDACTED]
ELIZABETHTOWN, KY [REDACTED]		Home Phone	[REDACTED]
Year	Make	Model	Body
2005	CHRYSLER	PACIFICA	SUV

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Installed 5010884AA :SEALER: RIV Qty 1	Included
Installed 68026608AA :FLUID: AUTOMATIC TRANSMISSIQty 5	Included
AUTO TRANS SERVICE 4X2 \$139.95	139.95
CHANGED FLUID, FILTER AND GASKET	
NOT COVERED BY SERVICE CONTRACT	

#5 - MR FREE INSP: 23 POINT INSPECTION.....GIVE CUSTOMER COPY OF FORM	
Sub Total: Labor: .00 Parts: .00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either 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.

LABOR	526.70
PARTS	577.95
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	34.68
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1139.33
VISA/MC/DISC	988.43
VISA/MC/DISC 029885	150.90

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Save Your Money: Extend Warranty For Your Chrysler. Get Free Quote!

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Revision operations from faulty implants. Learn more.

Pacifica Owners Rev Cons of Chrysler Pac



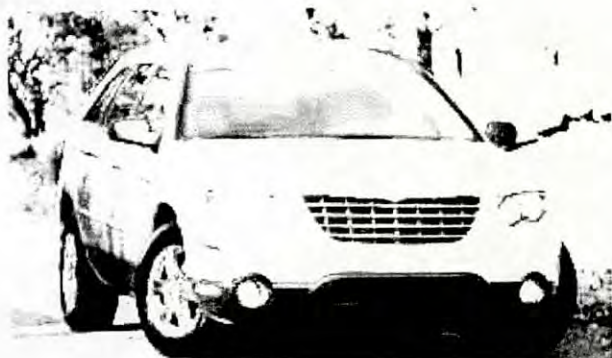
Recalls |

2005 Chrysler Pacifica Recalls

Below you'll find official used Chrysler Pacifica recalls released to the public by the NHTSA including reports & units affected, components and more. If your car is recalled you may be able to have it fixed free of charge so take ...



We provide free up
Chrysler



2005 Chrysler Pacifica Recalls

Trim: 2005 Pacifica Touring Wagon ()

Retail Value: **Body Type:**

If you are thinking of buying a used Chrysler Pacifica be su manufacture recalls for the car that you should be aware of list of all reported problems from car owners all over the cc defective part, they will release a recall with instructions or fixed. Many times these fixes are free but be sure to check the cars you are interested in before you make your final d

BUYING

☒ Recall ID # 06V432000 - POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)

Recall Date:
NOV 09, 2006

Model Affected:
2005 CHRYSLER PACIFICA

Summary:
ON CERTAIN PASSENGER VEHICLES, THE FUEL PUMP MODULE AND THE POWER TRAIN CONTROL MODULE (PCM) SOFTWARE MAY ALLOW THE ENGINE TO STALL UNDER CERTAIN OPERATING CONDITIONS.

Consequence:
THIS COULD CAUSE A CRASH TO OCCUR WITHOUT PRIOR WARNING.

Remedy:
DEALERS WILL REPROGRAM THE POWER TRAIN CONTROL MODULE. THE FUEL PUMP MODULE WILL ALSO BE REPLACED ON VEHICLES BUILT FROM AUGUST 1, 2004 THROUGH SEPTEMBER 30, 2004. THE RECALL BEGAN ON NOVEMBER 21, 2006. OWNERS MAY CONTACT DAIMLERCHRYSLER AT 1-800-

853-1403.

Potential Units Affected:
127928

Notes:
DAIMLERCHRYSLER CORPORATION F44

Recall ID # 05V066000 - EXTERIOR LIGHTING:HEADLIGHTS - Get Details

Recall Date:	MAR 01, 2005
Component:	EXTERIOR LIGHTING:HEADLIGHTS
Model Affected:	PACIFICA
Potential Units Affected:	43180

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Find Chrysler Prices Near You. Chrysler Pacifica Deals!

We Did The Research On Crossover Vehicles? See The Top 5 Crossovers!

Replacement Keys & Key
90% off dealership prices

Search multiple engines for 2005 ford escape manual

Pacifica Owners Review Pros and Cons of Chrysler Pacifica

[REDACTED]

Elizabethtown, KY

[REDACTED]



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