

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 MAR 14 2012 15-FEB-2012	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City [REDACTED] State [REDACTED] Zip Code [REDACTED]				Repository ☐ Reference No. 10448034	
				Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED] E-mail Address [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
2C8GF68474 [REDACTED]		CHRYSLER		PACIFICA	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
Original Owner ☐		Dealer's City		No: Cylinders	
State [REDACTED] Zip Code [REDACTED]					
Transmission Type ☐ Antilock Brakes ☒ Cruise Control		Powertrain		Incident Date(s)	
		Multiple Failure:		07-JUL-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE				Failure Mileage	
				74000	
				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: 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	
				Number of Deaths	
				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 APPROXIMATELY 65 MPH, THE CONTACT NOTICED THE FUEL GAUGE READING FLUCTUATED WHENEVER THE VEHICLE WAS IN OPERATION. IN ADDITION, THE ENGINE STALLED TWICE AT DIFFERENT TIMES. ON ONE OCCASION, THE ENGINE FAILED TO RESTART AND THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE THE ENGINE STARTED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO STATED THE FUEL TANK AND SENSORS WOULD NEED TO BE REPLACED. ALSO BOTH FUEL PUMPS WERE FAULTY. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 74,000. <i>The fuel gauge is now bouncing up and down on a regular basis and will drive fine for a good amount of time well doing this and then all of a sudden just stall.</i>					
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.					

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

This problem I'm finding is a manufacturer known issue where the 2005's and 2006 Pacificas have been recalled for this exact same issue but yet Chrysler will do nothing for me. They want me to pay 2100 hundred for an issue they are aware about because not enough complaints have been filed to warrant a recall yet on the 2004 which I think is absurd. -We fell in love with this car and have recommended it to several people, now we are very unhappy!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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IF MAILED
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UNITED STATES



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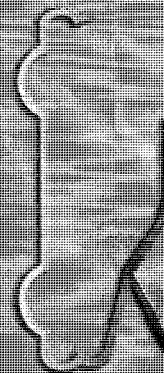
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



Vehicle Owners Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration