INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

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 ☐
13-SEP-2012 DEC 1 0 2012	Reference No. 10475277

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City MINNEAPOLIS	State MN	Zip Code [redacted]	Evening Telephone Number [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	Model Year
2C4GM684495R [redacted]	CHRYSLER T52	PACIFICA	2005

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
2005	Walser Chrysler Dodge Jeep 945 7278	6	Unleaded

Original Owner ☑	Dealer's City	State	Zip Code
	Hopkins	MN	55343

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
automatic	☑ Antilock Brakes ☑ Cruise Control	FWD	9-13-12 & again 10-28-12	13-SEP-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)	Failure Mileage	Failure Speed
Front and Rear Engine mounts failed / 2nd Failure 11-28-12 possible AS well	104000	30

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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. THE CONTACT STATED THAT WHILE DRIVING 30 MPH, HE HEARD A KNOCKING NOISE NEAR THE ENGINE. THE VEHICLE WAS TAKEN TO A REPAIR SHOP FOR INSPECTION WHERE THEY STATED THAT THE MOTOR MOUNTS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND ADVISED THE CONTACT THAT THERE WERE NO RECALLS AND FOR THE VEHICLE. THE FAILURE MILEAGE WAS 104,000. THE VIN WAS UNAVAILABLE.

12-18-2012- I am being told that the replacement engine Mounts, Chrysler parts, installed 9-13-2012 Have again failed— the engine is unstable, unsecure and replacement mounts 2nd time to be installed

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)

See above Comments
I am taking the car back in 11-29 because the engine has become unstable again — I am being told by Midas dealer 952-920-4920 that the newly installed Chrysler engine mounts may have failed 6 weeks after replacement. I don't know what I'll do if they fail again. I believe this failure is making my car unsafe to drive.

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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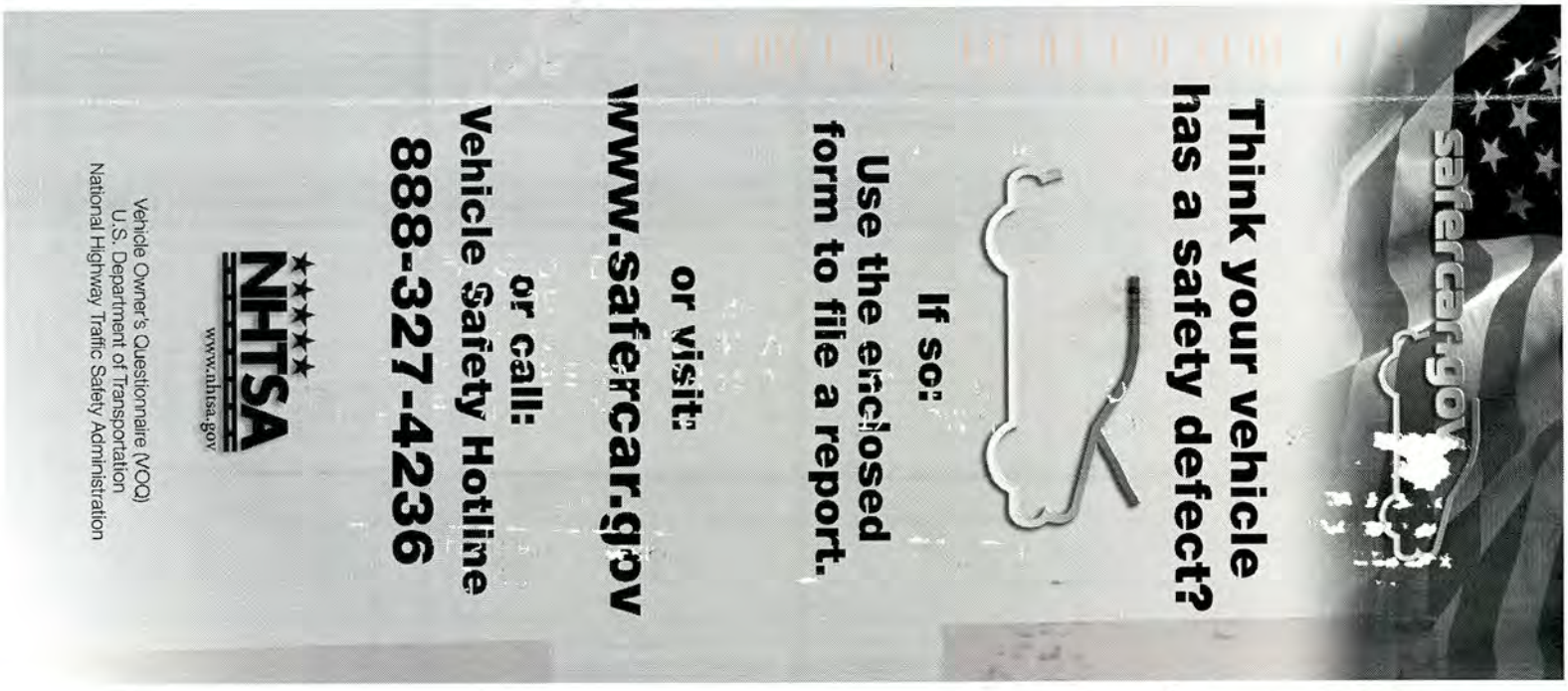
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Office of Defects Investigation, NVS-210
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