



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

OCT 31 2012
24-SEP-2012

Repository ☐

Reference No.
10476906

OWNER INFORMATION (Type or Print)

Name

Address

City

LOWERBURELL

Lower Burrell

State

PA

Zip Code

151673

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
2C4GF68465R

Make
CHRYSLER

Model
PACIFICA

Model Year
2005

Date Purchased

2/29/12

Dealer's Name and Telephone Number

River Road (724) 478-3883

Engine: 3.5
No. Cylinders

Fuel Type:

gas

Original Owner

Dealer's City

North Apollo

State

Pa.

Zip Code

151673

Incident Date(s)

01-JUN-2012

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

01-JUN-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: LIGHTING (PWS)

Failure Mileage
65000

Failure Speed

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 TOURING. THE CONTACT STATED THAT AT ENGINE START-UP, THE LOW BEAM HEADLIGHTS FAILED TO ILLUMINATE. THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC. THE MANUFACTURER WAS CONTACTED AND CONFIRMED THAT THE VIN FAILED TO QUALIFY FOR REPAIRS UNDER NHTSA CAMPAIGN ID NUMBER: 05V066000 (EXTERIOR LIGHTING: HEADLIGHTS). THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 65,000 AND THE CURRENT MILEAGE WAS 70,000.

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 to 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)

In June 2012, my passenger low-beam headlight was out when I started the car. In July, 2012, my driver's low-beam headlight went out as well. We were pulled over 2x for using our high-beam headlights. In August, we replaced both bulbs with no effect. A personal friend mechanic confirmed what I learned on-line, which is the headlight wiring harness that was recalled for '04 + '05 Chrysler Pacificas, but not applicable to my van. I called Chrysler several times with no results.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
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**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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UNITED STATES

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov