

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				Date Received MAY - 9 2013 01-OCT-2012	Repository ☐ Reference No. 10478162
OWNER INFORMATION (Type or Print)				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Name [REDACTED]		Address [REDACTED]		Evening Telephone Number [REDACTED]	[REDACTED]
City JAMISON	State PA	Zip Code [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 2C8GF68485R [REDACTED]		Make CHRYSLER	Model PACIFICA	Model Year 2005	
Date Purchased	Dealer's Name and Telephone Number Fred Brans Chrysler 888-804-3725		Engine: No: Cylinders 6	Fuel Type: 89	
Original Owner ☐	Dealer's City Doylestown	State PA	Zip Code 19001		
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: 18901	Incident Date(s) 17-SEP-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)				Failure Mileage 82000 76,000	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. THE CONTACT STATED THAT WHILE HAVING A STATE INSPECTION PERFORMED ON THE VEHICLE SHE WAS NOTIFIED THAT THE MOTOR MOUNTS WERE CORRODED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO VERIFIED THE FAILURE AND STATED THAT THE MOTOR MOUNT NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 82,000.					
[REDACTED]					
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.					

My 2005 Chrysler Pacifica failed its last inspection for a corroded engine cradle. The mileage at the time was approximately 80,000. My car is garage kept. I started researching and found out the Chrysler had recalled engine cradles in salt states. We are in PA so we are a salt state. I was shocked to learn that the recall was for a 1 month production period dating 2/23/04 – 3/23/04. I went back through all my paperwork and found the attached letter stating that they had extended the warranty. When I called Chrysler back they said that the coverage was in effect when they sent the letter and if there was no damage found at that time then there was no continuing coverage. REALLY? I think I fit all the criteria except they changed the rules and back tracked to only allowing a 1 month window. When I researched this particular problem that I was having I was also dismayed to learn that the nhtsa was not involved. When the engine cradle gives out, it severs the fuel line and can cause a fire. I would think engine fires due to faulty parts would merit your attention.

Any help with forcing Chrysler to fix the shabby and dangerous parts they used on my vehicle will be appreciated.

Respectfully,

[REDACTED]

[REDACTED]

[REDACTED]

Cc: Chrysler

3604 York Road
Furlong, PA. 18925
Phone - 215-794-5283 Fax - 215-794-7087

42927

Print Date : 12/11/2012

Home [REDACTED] Office [REDACTED]
Cust ID : 2382 Ref # :

Odometer In : 85837

Hat #:

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
FRAME				State Inspection	25.00
4743689AH	1.00	680.00	680.00	Brake Linings:LF6B RF56B LR10B RR10B	
				Tread Depth: 8/32 Pos:LF	
				Previous Mileage:70669	
				State Sticker [REDACTED]	
				Ins Co. LIBERTY MUTUAL Exp:4/1/13	
				NAIC:33588	
				Policy [REDACTED]	
				Title # [REDACTED]	
				State Inspection Sticker	2.00
				REPLACED FRONT SUBFRAME	455.00
				CORRECTLY INSTLL FRONT BRAKE PADS	25.00
				(WERE BACKWARDS IN MOUNTS INNER	
				EDGE WAS TOWARDS OUTSIDE OF ROTOR)	
				Four wheel alignment	89.95
				Road test vehicle. Check all suspension and steering parts for wear. Check tire pressure and condition. Check riding height. Check alignment of all four wheels. Adjust caster, camber, toe-in, and thrust angle as needed on all four wheels. Center steering wheel.	

[Technicians : Adams, Mike]

Org. Estimate	\$1,353.57	Revisions	\$0.00	Current Estimate	\$ 1,353.57	Additional Cost	Revised Estimate
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Labor:	594.95
Parts:	680.00
Sublet:	2.00

Sub:	1,276.95
Tax:	76.62
Total:	1,353.57
Bal Due:	\$1,353.57

[Payments -]

I hereby authorize the above repair work to be done along with the necessary [REDACTED] grant you and/or your employees permission to operate the car or truck herein described on street, highway [REDACTED] for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE.

Date..... Time.....

This letter is to inform you that the warranty period on your Chrysler Group LLC Pacifica's front engine cradle has been extended to 10 years or 150,000 miles, whichever occurs first. This engine cradle extended warranty coverage applies to Chrysler Pacifica model years 2004-2005. We are extending the warranty period on your front engine cradle because some vehicles operated in areas of high road salt usage, may experience engine cradle corrosion resulting in a driveability vibration and or/shake. If your vehicle is operating properly, there is nothing you are required to do. If you are experiencing the conditions as described in this warranty extension within the 10 year or 150,000 mile period, simply contact your dealer to have repairs performed. Your dealer will inspect the engine cradle for perforation corrosion on the rear cross car cradle support and replace if necessary.

If you have already experienced this engine cradle concern and have paid to have it repaired, you may be eligible to receive a reimbursement. You may send your original receipts, invoices and/or repair order with adequate proof of payment (copy of the front and back of cancelled check, or copy of credit card receipt, etc.). Please mail to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center - P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Chrysler Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday 9:00 AM to 5:00 PM, EST. They can be reached at 1-800-247-9753.

Please keep this letter with your vehicle's other warranty information for future reference if necessary. The warranty extension applies to the above components only; the other terms of your warranty remain the same.

Chrysler is taking this action to demonstrate its commitment to your continued satisfaction.
Chrysler Group LLC

