

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 NOV 13 2012		Repository ☐	
National Highway Traffic Safety Administration				10-OCT-2012		Reference No. 10479626	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State	Zip Code				
ORLAND PARK		IL		Same #			
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	
2C8GM48LX5R				CHRYSLER		PACIFICA	
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
11/2005		MANCARI's Chrysler			No: Cylinders		
Original Owner		Dealer's City		State	Zip Code		
☐		OAK LAWN, IL		IL		6 GAS	
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:	
Auto		☒ Cruise Control		Front wheel Drive		Incident Date(s)	
						03-JUL-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: ENGINE (PWS), 162000 STRUCTURE: BODY						Failure Mileage	
Firewall insulation panel						80500	
						Failure Speed	
						0-50	
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		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☒ Yes ☐ No		0		0	
Reported to Police				☒ Yes ☐ No			
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 ENTERING A RESIDENTIAL DRIVEWAY, HE BEGAN TO SMELL SMOKE. THE VEHICLE LATER EXPERIENCED A THERMAL EVENT. THE CONTACT WAS ABLE TO EXTINGUISH THE FIRE AND THE VEHICLE WAS DRIVEN TO THE DEALER WHERE IT WAS CONFIRMED THAT THE INSULATION FROM THE VEHICLE FELL ONTO THE CATALYTIC CONVERTER AND CAUSED IT TO OVERHEAT. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE ISSUE. THE FAILURE MILEAGE WAS 80,500 AND THE CURRENT MILEAGE WAS 82,500.							
Started on fire - I lifted the hood immediately & the insulation material burst into flames - Rising 3' in the air - 911 was called - the police cancelled the fire truck -							
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.							

the vehicle would have burnt to the ground if I did not have access to a hose so quickly - I have the partially burnt insulation panel -

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

I believe that there is a problem with the type of insulation panel that was used on my car - It slid off the fasteners onto the catalytic converter and started on fire. Insulation that is flammable should not be used so close to a very hot source such as the converter. Had this incident occurred anywhere other than my driveway, the car would have burnt to the ground. I asked Chrysler for reimbursement of the repair. As you see, they replied negatively. The damaged panel was available & I have it -

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

6 SUBURBAN IL 611

01 NOV 2012 PM 2

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

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



OPTIONAL OVERNIGHT MAIL PERMIT NO. 1888
U.S. Department of Transportation
National Highway Traffic Safety Administration



rec'd 7/30/12

Customer Claims Resolution Group

Via U.S. Mail

Green Lake WI, [REDACTED]

Re: 2005 Chrysler Pacifica Fwd VIN: 2C8GM48LX5P [REDACTED]

Dear [REDACTED]

Thank you for contacting Chrysler Group LLC and raising concerns that you have with the above referenced vehicle. The corporation has conducted an investigation into the incident.

In attempting to inspect the vehicle, we were advised that it was repaired and as a result, we are unable to adequately assess your claim.

Therefore, based on our information, we respectfully deny your claim. We suggest further inquires be directed to your insurance company.

Very truly yours,

Customer Claims Resolution Group
Office of the General Counsel
(888) 922-7329



Customer Claims Resolution Group

July 16, 2012

GREEN LAKE, WI

Dear

Thank you for contacting Chrysler Group LLC regarding your 2005 CHRYSLER PACIFICA FWD SPORTS TOURER 4-DR, VIN: 2C8GM48LX5R. We are currently in the process of reviewing your file. Our records, at this time, indicate the following information regarding your vehicle:

CAIR Number:	22417382
Current Owner:	
Purchased Used:	YES
Date of Purchase:	11/16/2005
Incomplete Recalls:	NONE

If any of this information requires updating, please notify us. Additionally, we expect to inform you of our decision within the next 12 business days. If you do not hear from us by then, please contact us (toll free) at: 1-888-922-7329.

Additionally, this letter is also to inform you that Chrysler Group LLC most likely will conduct an inspection of your vehicle. This inspection may entail gathering information from the vehicle by imaging vehicle's onboard computer systems. This letter confirms your consent to allow Chrysler Group LLC and its representatives to inspect your vehicle and, if necessary, image the vehicle's onboard computer systems. As we proceed with our review, one of our representatives may need to contact you for additional information about your vehicle.

Note: If you have already settled with your insurance company, please notify us immediately at our 1-888-922-7329 (toll free) number.

Thank you for your cooperation.

Customer Claims Resolution Group
Office of the General Counsel



511 Main Street
Princeton, Wisconsin 54968
(920) 295-6111
www.gagneauto.com

CUSTOMER NO. 4957	ADVISOR DAVE	TAG NO. 07	INVOICE DATE 07/10/12	INVOICE NO. FOC56111
GREEN LAKE, WI	LABOR RATE	LICENSE NO.	MILEAGE 79,116	COLOR SILVER/
	YEAR / MAKE / MODEL 05/CHRYSLER/PACIFICA/5DR WGN FWD	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 2C8GM48LX5R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/05/12	
	COMMENTS			

JOB# 1 CHARGES

LABOR
J# 1 14F0Z EXHAUST HOURS: TECH(S):29 133.50
JIM STATES HEAT SHIELD ABOVE CONVERTOR FELL DOWN AND STARTED
ON FIRE WIRED UP TEMPORARY TO BRING IN FOR ESTIMATE
INSTALL TEMPORARY TIN SHIELD ORDER OEM SHIELD
REMOVE TEMPORARY SHIELD AND INSTALL NEW SHIELD

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	5054161AD	SHIELD	194.00
TOTAL - PARTS				194.00

JOB# 1 TOTALS

LABOR	133.50
PARTS	194.00
JOB# 1 JOURNAL PREFIX FOC5	
JOB# 1 TOTAL	327.50

TECHNICIAN CERTIFICATION 29 MIKE 0282

TOTALS 511 Main Street Princeton, WI 54968

* [] CASH [] CHECK CK NO. [] *	TOTAL LABOR.... 133.50
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL PARTS.... 194.00
* [] CHARGE www.gagneauto.com *	TOTAL SUBLET... 0.00
	TOTAL G.O.G. 0.00
	TOTAL MISC CHG 0.00
	TOTAL TAX 0.00
DATE PAID CASHIER	TOTAL INVOICE \$ 345.52

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

I UNDERSTAND THAT ALL CHARGES ARE DUE WITHIN 30 DAYS FROM BILLING DATE. IF PAYMENT IS NOT MADE BY THEN, I HEREBY AGREE TO PAY A LATE CHARGE OF 1% PER MONTH (12% PER ANNUM) ON THE DECLINING UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

NOTICE: YOU ARE ENTITLED TO INSPECT OR RECEIVE THE REPLACED PARTS, COMPONENTS AND / OR ACCESSORIES REPLACED OR REMOVED BY THIS SHOP BEFORE THE SHOP STARTS THE REPAIRS.

ALL PARTS NEW UNLESS SPECIFIED

U - Used R - Rebuilt
C - Reconditioned Y - Recycled

Thank You!
WE APPRECIATE
YOUR
PATRONAGE

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53707-8911.

THANK YOU FOR CHOOSING GAGNE FORD.
WE APPRECIATE YOUR BUSINESS