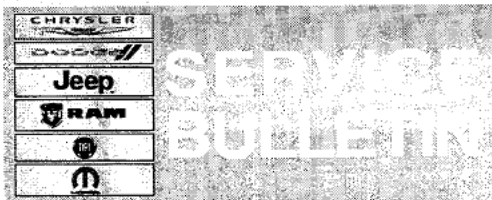


DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
				Date Received MAY 7 8 2013 07-MAR-2013	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
HOMER CITY		PA			
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
2C8GM68474R			CHRYSLER	PACIFICA	2004
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
11/8/04	TRI STAR 724-459-9800		No: Cylinders 6	Gas	
Original Owner ☒	Dealer's City	State	Zip Code		
	BLAIRSVILLE	PA	15717		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO 4 SPEED	☒ Cruise Control	3.5 V-6 4SP. Auto 2ND.	1	05-MAR-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 020000 SUSPENSION				Failure Mileage	Failure Speed
				128000	
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	Failure Location:		
		☐ Prior Repair			
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 2004 CHRYSLER PACIFICA. THE CONTACT STATED THAT THE FRONT UNDER CARRIAGE OF THE VEHICLE WAS SEVERELY RUSTED. THE CONTACT WAS INFORMED OF THE FAILURE WHEN HE TOOK THE VEHICLE FOR STATE INSPECTION AND THE VEHICLE FAILED. THE CONTACT SPOKE WITH THE MANUFACTURER, BUT WAS TOLD THAT THEY WOULD NOT COVER THE REPAIR. THE FAILURE MILEAGE WAS 128,000. *TR I TRIED TALKING TO CHRYSLER BUT WITH NO LUCK. AS YOU CAN SEE THAT THE SERVICE BULLETIN PROVIDED BY CHRYSLER (#13-001-12 - FRAMES & BUMPERS) DATED 3/16/12 DOES NOT APPEAR TO BE ALL INCLUSIVE. THE PHOTO'S AND THE SERVICE BULLETIN ARE OUT OF SYNC WITH THE PROBLEM AND A THOROUGH INVESTIGATION OF THE RECALL SHOULD BE IN ORDER. WITH THE ENCLOSED PROOF THE RECALL SHOULD BE EXPANDED.					
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.					



NUMBER: 13-001-12

GROUP: Frames & Bumpers

DATE: March 16, 2012

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 13-001-10, DATED OCTOBER 26, 2010, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDE MODEL YEAR APPLICABILITY AND BUILD DATES.**

NOTE: This only applies to vehicles in the Canadian Market and in salt belt states which include Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Washington, D.C., West Virginia and Wisconsin.

SUBJECT:

Vehicle Vibration and/or Shake X26 (10 Years/150,000 Miles Warranty Extension)

OVERVIEW:

This bulletin involves inspecting the engine cradle for perforation and if necessary replace.

MODELS:

2004 - 2005 (CS)

Pacifica VIN 2C8GM68474R [REDACTED]

NOTE: **This applies to vehicles built from February 23, 2004 (MDH0223XX) through March 31, 2004 (MDH 0331XX).**

SYMPTOM/CONDITION:

The customer may experience a vehicle vibration and/or shake.

DIAGNOSIS:

If the symptom condition is experienced proceed to the repair procedure.

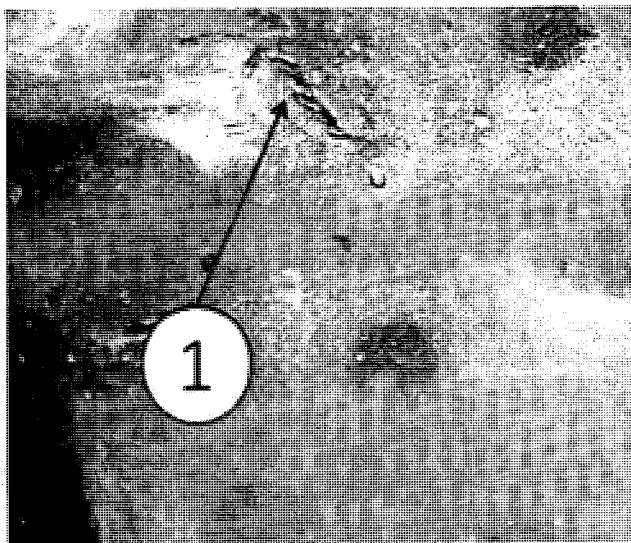
PARTS REQUIRED:

Qty.	Part No.	Description
1(AR)	CNGZX260AA	Cradle, Front Suspension With Hardware Kit

Build Date 9 Oct. 2003

REPAIR PROCEDURE:

1. Raise vehicle on hoist. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > Lubrication and Maintenance > Hoisting.
2. Inspect the engine cradle for perforation as shown in (Fig. 1). Was there any perforation found?

**Fig. 1 Engine Cradle**

1 - Perforation

-
- a. Yes >>> Proceed to Step #3.
 - b. No >>> Continue further diagnosis this bulletin does not apply.
 3. Remove and Replace Cradle, Front Suspension. Refer to the detailed removal/installation procedures available in DealerCONNECT > TechCONNECT under: Service Info > 13- Frames and Bumpers> Frame> Engine Cradle Crossmember> Removal/Installation> Front Crossmember.
 4. Return the vehicle to the customer.

POLICY:

Reimbursable within the provisions of the warranty.

Vehicles included in this Service Bulletin have a Warranty Extension for this repair. See Warranty Bulletins; U.S. D-10-34, Canada SAB-2010-29 for details associated with the extended warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
13-30-01-92	Inspect Cradle, Front Suspension Only (A)	0.2 Hrs.
13-30-01-93	Replace Cradle, Front Suspension (A)	4.4 Hrs.

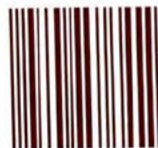
FAILURE CODE:











1000

20077

U.S. POSTAGE
PAID
HOMER CITY, PA
15748
MAY 20, 13
AMOUNT

\$1.12
00091713-02



Homer City, PA

U.S. DEPT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADM.
OFFICE OF DEFECTS INVESTIGATION NHTS-210
1200 NEW JERSEY AVE S.E.
WASHINGTON D.C. 20077-9382