

DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration 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: 24-APR-2013 JUL 13 2013		Repository ☐ Reference No. 10509465
OWNER INFORMATION (Type or Print)				
Name: [REDACTED] Address: [REDACTED] City: COSTA MESA State: CA Zip Code: [REDACTED]		Daytime Telephone Number: [REDACTED] Evening Telephone Number: [REDACTED] E-mail Address: [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 2C4GF68405R [REDACTED]		Make: CHRYSLER Model: PACIFICA Model Year: 2005	Fuel Type:	
Date Purchased:	Dealer's Name and Telephone Number:		Engine: No: Cylinders:	
Original Owner: ☐	Dealer's City:	State: Zip Code:	Fuel Type:	
Transmission Type: ☐ Antilock Brakes ☐ Cruise Control	Powertrain:	Multiple Failure:	Incident Date(s): 12-APK-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: ENGINE (PWS)		Failure Mileage: 90000	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 THE CHECK ENGINE WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC WHERE THE CONTACT WAS ADVISED THAT THE CATALYTIC CONVERTER HAD FAILED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE HOWEVER, THE CONTACT WAS ADVISED THAT THE PART NEEDED TO COMPLETE THE REPAIR WAS ON BACK ORDER. THE FAILURE MILEAGE WAS 90,000. THE CURRENT MILEAGE WAS 91,000.				
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)

On 5/30/2013 I had to replaced the Catalytic Converter for second time on my 2005 Chrysler Pacifica! My last one last only about 30,000 miles! This part is way too expensive to replace it every 2 years! Something is really wrong with this part. And I'm not happy about it!

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9362

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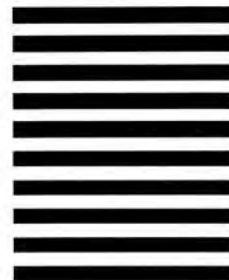
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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