

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-10551130-4015

[REDACTED]
Stony Point, NY [REDACTED]

March 11, 2014

National Highway and Safety Administration Office
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

MAR 20 2014

Dear National Highway and Safety Administration,

Enclosed please find letter and the supporting documents that I have sent to Chrysler Customer Assistance regarding two issues with my 2005 Pacifica: total rot of the undercarriage and total engine failure while driving.

I read the article in The New York Times 3/10/14, "House To Investigate Slow Response to Fault in G.M. Vehicles" and became interested in your part in the focus and work towards road safety and justice for the victims who have been ignored by those at fault. I thought you might be interested in our plight as well.

Thank you for your attention to my letter.

Sincerely,

ET
32114
SMD

[REDACTED]
Stony Point, NY [REDACTED]

March 9, 2014

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

Dear Chrysler Customer Service,

My husband received a phone call from you in response to his letter dated 12/29/13 requesting reimbursement for the repair to our **2005 Chrysler Pacifica VIN: 2C4GF48455R** [REDACTED]. Your representative announced to my husband that Chrysler would not be claiming any responsibility for the rust and thorough rot of the underside of the frame, the "Engine Cradle Cross Member", costing us \$1,607 parts and labor. We are living on a very minimal income and at the time could not afford this entirely unexpected repair. We put the debt on a credit card, expecting that Chrysler would be ashamed of the decay of this relatively young car. Enclosed please find my husband's letter.

NBC-5 Chicago reported in January 2014 the same rust and rot to another owner of the 2005 Pacifica. Their mechanic stated he'd seen many other 2005 Pacifica with this dangerous and hidden erosion. Enclosed please see report; please watch video embedded in on line report (<http://www.nbcchicago.com/investigations/Minivan-Owners-Want-Chrysler-To-Concede-Rust-Problems-241535881.html>).

This same 2005 Pacifica left me stranded, unable to steer or brake while driving many times the year before, for which we had to spend \$2000, without positive results. Enclosed please find copies of receipts.

I was prompted to write to you today regarding our 2005 Pacifica because of having read the report in The New York Times regarding this same type of engine defect in another car, an engine defect that caused the deaths of at least thirteen people, requiring "the recall of 1.6 million cars worldwide" (http://www.nytimes.com/2014/03/09/business/auto-regulators-dismissed-defect-tied-to-13-deaths.html?_r=0).

"We need to make it clear to both industry members and regulators that adverse events must be immediately reported and analyzed to ensure public safety," said Representative Diana DeGette of Colorado, a Democrat on the House Energy and Commerce Committee" (NYTimes).

Enclosed please find New York Times article.

While driving in mid-day traffic on a busy thoroughfare of Rockland County my Pacifica stopped, the engine light went on simultaneously, and without warning the engine quit, leaving me in the middle of the road where cars zoomed by honking in disbelief. Outraged

drivers passed dangerously speeding away in anger, glaring and warning me with hand gestures. I had my cell and could call the Chrysler dealership; they recommended a towing company. I waited an hour on the road in this scary social setting until the car was towed to Chrysler. I am a Registered Nurse, who at this point was without a car for my homecare practice. After a day of assessment Chrysler reported to me that they could not find anything wrong with the car.

Another time I was traveling at night over the very steep and winding Bear Mountain Parkway, driving home from a patient's house one-and-one-half hours away, when the engine light went on and the car stopped, again. I called my husband who could pick me up; arbitrarily it started and I was able to drive home. The fear of it happening became our burden for the next few months while my husband and I tried to figure it out. The Chrysler Dealership maintained their opinion during our trials that they could not find anything wrong with the car.

Another time while driving the one-and one-half hours to my patient's house during the day the engine light came on and I experienced intermittent total engine failure. So, my husband decided he'd have to meet me when my shift was over at 10 PM to escort me home.

We were left to investigate on our own because our Chrysler dealership reported, after "looking thoroughly into it" the many times we brought it to them, that they could not find a problem. I am not a mechanic, and was very upset when the dealership suggested I talk with their mechanic -- maybe he and I TOGETHER could figure out what to do! The mechanic was very nice. He showed me the electrical box, informed me that the replacement cost would be about \$2000, and suggested that, even though he couldn't determine whether or not this part was the culprit, maybe I SHOULD DECIDE to replace it with a new one. They offered no guarantee that this would fix the problem, but the mechanic carefully helped me understand that this might be my best option. He also instructed me to tell the repair representative myself that I HAD DECIDED to have it replaced. The repair rep then reiterated to me, it was my decision and Chrysler would offer no guarantee that replacing this part would fix the problem.

In fact it didn't fix the problem. Desperate, after paying for successive replacements of engine control computer parts without having the problem solved, we had no alternative but to attempt diagnosis and repair at home. Going on line to the Pacifica website, we determined that the Pacifica engine trouble code we saw was "most likely" caused by a specific faulty sensor. Of all possible causes of this code being displayed, this sensor was the first one listed. That this diagnosis was apparently not available to the Chrysler dealer's technicians is a mystery to us.

My husband's investigation led him to purchase the small sensor based on the car's Vehicle Identification Number and manufacturing date. With that part, a screwdriver and an on line video demonstration, my husband replaced the part without any training or special tools. The problem disappeared.

Although the problem appears to have been solved, the cost was over \$2,000, it entailed multiple trips to the dealership, repeated incidents of the engine stopping while in traffic at highway speed, and many days without the car while it was at the dealer. If the solution had been found by the dealership initially the actual cost would most likely have been about \$200 including labor, plus towing.

We bought this Pacifica at the end of December 2005; as of today it has been driven for only eight-and one-quarter years. I have successfully sold three very healthy cars, each after my ten-year ownership. This Pacifica has cost a great deal more than any other of my other newly-purchased cars and will probably not make it to the ten-year mark, let alone be a sellable product. The car has caused us the kind of malaise that restricts our inspiration to even travel about town on errands.

I request that Chrysler take responsibility for this problem and reimburse us for past expenses related to the horrors of sudden and unexpected engine quitting.

The ongoing fearsome dread of a dead engine while driving the 2005 Pacifica should prompt Chrysler to inform the public and recall the vehicle. Consider that this problem could result in accidental death to driver and others who share the road.

Thank you for your attention.

Sincerely,



P.S. PBS in New York aired the story this evening, 3/10/14 with David H. Shepherd from The Detroit News, RE: General Motors ignored complaints of engine failure leading to at least thirteen deaths and under new leadership are now starting to address the issue.

c: ✓ National Highway and Safety Administration
Congressman Fred Upton, House Energy and Commerce Committee
David H. Shepherd, The Detroit News
NBC-5 Chicago

Enclosures (4)

[REDACTED]
Stony Point, NY [REDACTED]
12/29/13

Re: Pacifica 2005
VIN: 2C4GF48455R [REDACTED]

CHRYSLER CUSTOMER ASSISTANCE CENTER
P.O. BOX 21-8007
AUBURN HILLS, MI 48321-8007

Dear Chrysler Customer Service,

As long-time loyal owners of Chrysler vehicles, I am writing to ask for help with a problem. A few weeks ago, my wife and I delivered our 2005 Chrysler Pacifica for annual New York State inspection. Surprisingly it failed. When the shop manager showed us the underside of the car on the lift, the problem was immediately clear; this had not been reported in previous service or inspection visits.

The engine cradle cross member is rusted through in several places, creating what the New York Department of Motor Vehicles considers a safety hazard to steering, suspension, and engine stability. (See attached photos of the part on the lift and after removal from our vehicle)

Our Chrysler dealer's parts manager quoted the engine cradle replacement part cost in excess of \$3800, plus labor. As senior citizens living on reduced income, the price of the part alone would be greater than any amount we could raise from savings or other income.

Our local body shop agreed to search for a used part and found one for under a thousand dollars. He installed it at a total cost of \$1,607 for parts and labor.

When we purchased the car new from Nanuet Chrysler, NY, in 2005, we also purchased the Daimler-Chrysler Service Contract at maximum level. We expected this Pacifica might be the last car we would have to buy. The car is now in very good condition other than this problem. A letter was sent from Chrysler in 2010 offering to extend a special warrantee on this particular problem. My wife and I are asking Chrysler to extend help to us in covering a portion of the cost of the repair made to bring this car back onto the road for another extended period of time.

Attached please see the repair bill, proof of payment, and other ownership and warrantee documents relating to this car.

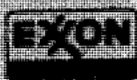
Thank you for any and all help you can extend to us.

Sincerely,

[REDACTED]
P.S. We can imagine the dismay that Chrysler's leadership must feel at seeing the undercarriage of a generation of high profile vehicles prematurely disintegrating due to some kind of oversight in the design or manufacturing process. The Pacifica was a unique, pioneering design, and for some time there was not another car on the road featuring the combination of fine-tuned handling, load capacity, and flexibility to function so well in work, daily family life, and touring.

As a journalist, I was privileged to ride as passenger in a tour of the Chrysler test track, in a Chrysler Caravan piloted by Lee Iacocca himself, in the early 1980's prior to the rollout of the first Caravan, which instantly revolutionized the American fleet. We are sorry that the Pacifica which followed that revolution has come to this. We have been fortunate to drive this car and we are disappointed to realize that hidden beneath the exquisite design features of this vehicle is a fatal flaw of such magnitude.

Phone: 845-354-2219 845-354-9817 Fax: 845-354-1532



THREE STAR SERVICE CENTER, INC.
d/b/a **MT. IVY EXXON**
Reg #2440581

Specializing in Foreign & Domestic Car Repair
Complete Auto Body Repair
Towing & Road Service Parkway Towing

ROUTE 202

MT. IVY N.Y. 10870

NAME

ADDRESS

CITY

DATE

QUITY ORDER NO.

WORK PROMISED

PHONE

YEAR AND MAKE OF CAR TYPE OF MODEL

SERIAL NO.

CHRYSLER PACIFIC SUMMIT

MOTOR NO.

LICENSE NO.

RELEASE

WRITTEN BY

153001

DESCRIPTION OF WORK

AMOUNT

AND

STATE INSURANCE

514

CHRYSLER PACIFIC SUMMIT

CHRYSLER IS PREFERRED

PAID CASH ONLY - TOTAL \$11,000

ACCESSORIES ON IT. REAR FRONT

LOANER RENT CAR (CONTACT AGENCY)

TRUCK RENT

Wheel alignment

950

GAS, OIL & GREASE

CHECK BELOW

LOCATE

LABOR ONLY

559.50

GALL. GAS

CHANGE ENGINE OIL

PARTS

924.00

QTS. OIL

TRANSMISSION

ACCESSORIES

LBS. GREASE

DIFFERENTIAL

GAS, OIL AND GREASE

WASH

MISC. REPAIRS

483.50

POLISH

FLUIDS REPAIRS

134.42

TOTAL GAS, OIL AND GREASE

TOTAL SERVICE

TAX

134.42

AUTHORIZED BY

TOTAL

607.12

TOTAL ACCESSORIES

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL

I hereby authorize the above repair work to be done on my vehicle for purposes of repair, maintenance or safety at the rate of \$11.00 per hour. An estimate of the cost of the repair work is being provided to you for your information. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, repair or other road testing.

PAY THIS AMOUNT

Phone: 845-354-2219 • 845-354-9817 Fax: 845-354-1532



THREE STAR SERVICE CENTER, INC.

d/b/a/ MT. IVY EXXON

Reg #2440581

Specializing in Foreign & Domestic Car Repair
Complete Auto Body Repair

Towing & Road Service

Parkway Towing

ROUTE 202

MT. IVY, N.Y. 10970

NAME

ADDRESS

CITY

DATE

CUST. ORDER NO.

WHEN PROMISED

PHONE

YEAR AND MAKE OF CAR - TYPE OR MODEL

SERIAL NO.

MOTOR NO.

LICENSE NO.

VEHICLE

WRITTEN BY

DESCRIPTION OF WORK

AMOUNT

RECEIVED

1100.00

on 9/17

1000.00

on 9/27 11-5-

GAS, OIL & GREASE

ENGINE OIL

TRANSMISSION

DIFFERENTIAL

WASH

POLISH

TOTAL SERVICE

LABOR ONLY

PARTS

ACCESSORIES

WAX, OIL AND GREASE

WAX, POLISH

WAX, POLISH

WAX, POLISH

WAX, POLISH

WAX, POLISH

WAX, POLISH

WAX, POLISH

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WAX, POLISH

WAX, POLISH

WAX, POLISH

WAX, POLISH

WAX, POLISH

TOTAL PARTS

ACCESSORIES - TIRES AND TUBES

TOTAL ACCESSORIES

AUTHORIZED BY

TOTAL

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL

I hereby authorize the above listed work to be done on my vehicle with necessary materials. I also authorize you to use my vehicle for purposes of testing, inspection or delivery of my car. As a customer, I am responsible for the amount of repairs indicated. It is understood that the customer will be responsible for any damage to their or his vehicle caused by their or his negligence, misuse or abuse of the vehicle.

PAY THIS AMOUNT

RETAIL INSTALLMENT CONTRACT

NY

Dealer Number

Date

08/24/2005

Buyer:

(Print Full Name and Address of Principal Residence)

STONY POINT NY

Co-Buyer:

(Print Full Name and Address of Principal Residence)

ROCKLAND CHRYSLER JEEP DODGE 60 ROUTE 304 NANUET NY 10954

Creditor-Seller:

(Print Full Name and Address)

WHO IS BOUND: You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable for any amount due. In this Contract, "we", "us", and "our" mean the creditor named above and, after assignment, the creditor's assignee ("Assignee").

DESCRIPTION OF VEHICLE: You agree to buy and we agree to sell the following vehicle:

New, Used or Demo	Year Model	Make and Model	Body Type	Vehicle Identification Number	Key Number
NEW	2005	CHRYSLER PACIFICA	SUBV	2C4GF4B455R	H1153 0072

If truck or recreational vehicle - Describe body, gross vehicle weight and major items of equipment sold:

The vehicle is being purchased primarily for: personal, family or household, business purposes.

NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. **AVISO A LOS COMPRADORES DE AUTOS DE USO O DE DEMOSTRACIÓN:** LA INFORMACION QUE USTED VE EN LA FORMA DE VENTANILLA PARA ESTE VEHICULO ES PARTE DE ESTE CONTRATO. LA INFORMACION EN LA FORMA DE VENTANILLA DOMINA CUALESQUIER ESTIPULACION CONTARIA EN EL CONTRATO DE VENTA.

TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of
7.84 %	\$ 6328.30	\$ 29329.70	\$ 35658.00	\$ 2000.00 \$ 17658.00

PAYMENT SCHEDULE: Your payment schedule will be starting on 10/08/2005

monthly payments of \$ 624.30

each, due on the same day of each month

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the motor vehicle being purchased.

LATE FEE: If all or any portion of a payment is more than ten days late, you will be charged a default charge of the lesser of \$5 or five percent of the unpaid amount of the installment.

OTHER TERMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

ITEMIZATION OF THE AMOUNT FINANCED

- Cash Price of Vehicle (Including any accessories, services, and taxes): \$ 29150.95 (1)
- Downpayment:
 - Trade-in. Your Trade-in is a 2001 DODGE CARAVAN

Gross Allowance \$ 8346.55	Less Amount Owing \$ 8346.55	equals Net Trade-in \$ 0.00
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 (If Amount Owning exceeds Gross Allowance, enter "0" as Net Trade-in and enter excess as Prior Credit or Lease Balance in item 4C)
 - Cash Downpayment \$ 2000.00
 - Manufacturer's Rebate Applied to Downpayment \$ 2000.00
 - Total Downpayment (A plus B plus C) \$ 2000.00 (2)
- Unpaid Balance of Cash Price (1 minus 2D): \$ 27150.95 (3)
- Other Charges Including Amounts Paid to Others on Your Behalf:
 - Amounts Paid to Insurance Companies*:
 - Vendor's Single Interest Insurance \$ 55.00
 - Optional Credit Life Insurance \$ N/A
 - Optional Credit Accident and Health Insurance \$ N/A
 - Amounts Paid to Public Officials**:
 - Government License and/or Registration Fees \$ 30.25
 - Certificate of Title Fees \$ N/A
 - UCC Filing Fees \$ N/A
 - Other Charges (Describe who will receive payment and purpose)
 - To BAIERCHRYSLER For Prior Credit or Lease Balance \$ N/A
 - To For SERVICE CONTRACT \$ 1000.00
 - To For GAP INS \$ 15.00

NY-6320N (10/10)

NEW YORK STATE REGISTRATION DOCUMENT



E PAS

AXV7411

2005 CHRYS NONTRANSFERABLE

SUBN GY

2C4GF48455R

4428 G 6 I7370719 OCT 28 2013

Wt/Seals

Fuel/Cyl

WEB WEBCDA

Expires 10/16/15

NYMA

39.25

STONY POINT

NY

ANNUAL CHG

AMT PAID (INCL ADD CHG)

DO NOT ALTER EXCEPT FOR ADDRESS

148.50

NEW YORK STATE INSURANCE IDENTIFICATION CARD

497

THE AUTOMOBILE INSURANCE COMPANY OF HARTFORD CT

NAME AND ADDRESS OF ISSUER:

AGENT: 0TW593

TRAVELERS

PO BOX 59059, KNOXVILLE, TN, 379509059

An authorized NEW YORK Insurer has issued an Owner's Policy of Liability Insurance complying with Article 6 (Motor Vehicle Financial Security Act) of the NEW YORK Vehicle and Traffic Law to:

STONY POINT NY

Policy Number:

Effective Date:

11/26/2013

Expiration Date:

11/26/2014

12:01 a.m.

(Not acceptable to obtain registration after 45 days from effective date.)

Applicable with respect to the following Motor Vehicle:

2005

Year

CHRYSLER

Make

2C4GF48455R

Vehicle Identification Number

RENEWAL

REPLACEMENT VEHICLE NOTATION:
DMV WILL ONLY PROCESS A
VEHICLE CHANGE (RE-REGISTRATION)
USING THE REPLACED VEHICLE'S
CURRENT REGISTRATION.

See Important Notice
On Reverse Side

FS-20

Rev. 8-01

Herbicide's Effect Unprecedented Study

Accounts Transfers Bill Pay Alerts Payments Customer

Monthly Costs: TD 50 PLUS CHECKING

501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1041 1042 1043 1044 1045 1046 1047 1048 1049 1050 1051 1052 1053 1054 1055 1056 1057 1058 1059 1060 1061 1062 1063 1064 1065 1066 1067 1068 1069 1070 1071 1072 1073 1074 1075 1076 1077 1078 1079 1080 1081 1082 1083 1084 1085 1086 1087 1088 1089 1090 1091 1092 1093 1094 1095 1096 1097 1098 1099 1100 1101 1102 1103 1104 1105 1106 1107 1108 1109 1110 1111 1112 1113 1114 1115 1116 1117 1118 1119 1120 1121 1122 1123 1124 1125 1126 1127 1128 1129 1130 1131 1132 1133 1134 1135 1136 1137 1138 1139 1140 1141 1142 1143 1144 1145 1146 1147 1148 1149 1150 1151 1152 1153 1154 1155 1156 1157 1158 1159 1160 1161 1162 1163 1164 1165 1166 1167 1168 1169 1170 1171 1172 1173 1174 1175 1176 1177 1178 1179 1180 1181 1182 1183 1184 1185 1186 1187 1188 1189 1190 1191 1192 1193 1194 1195 1196 1197 1198 1199 1200 1201 1202 1203 1204 1205 1206 1207 1208 1209 1210 1211 1212 1213 1214 1215 1216 1217 1218 1219 1220 1221 1222 1223 1224 1225 1226 1227 1228 1229 1230 1231 1232 1233 1234 1235 1236 1237 1238 1239 1240 1241 1242 1243 1244 1245 1246 1247 1248 1249 1250 1251 1252 1253 1254 1255 1256 1257 1258 1259 1260 1261 1262 1263 1264 1265 1266 1267 1268 1269 1270 1271 1272 1273 1274 1275 1276 1277 1278 1279 1280 1281 1282 1283 1284 1285 1286 1287 1288 1289 1290 1291 1292 1293 1294 1295 1296 1297 1298 1299 1300 1301 1302 1303 1304 1305 1306 1307 1308 1309 1310 1311 1312 1313 1314 1315 1316 1317 1318 1319 1320 1321 1322 1323 1324 1325 1326 1327 1328 1329 1330 1331 1332 1333 1334 1335 1336 1337 1338 1339 1340 1341 1342 1343 1344 1345 1346 1347 1348 1349 1350 1351 1352 1353 1354 1355 1356 1357 1358 1359 1360 1361 1362 1363 1364 1365 1366 1367 1368 1369 1370 1371 1372 1373 1374 1375 1376 1377 1378 1379 1380 1381 1382 1383 1384 1385 1386 1387 1388 1389 1390 1391 1392 1393 1394 1395 1396 1397 1398 1399 1400 1401 1402 1403 1404 1405 1406 1407 1408 1409 1410 1411 1412 1413 1414 1415 1416 1417 1418 141

THE FARM & GARDEN

Account History Account Details Profile

Source: Author. Data from 1990-1994.

METHODS: The study was conducted between January 2007 and March 2008 at the University Hospital of Coimbra, Portugal.

4622 J. Neurosci., September 24, 2008 • 28(39):4617–4627

CONVENIENCE CHECKING

History	Account Details	Pending Transactions	Statements
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[illegible]

51-2000

CHASE

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Cash	100.00	100.00
Total	100.00	100.00

< < HOME > INVESTIGATIONS

Vehicle Owners Want Chrysler To Concede Rust Problems

By Lisa Parker | Friday, Jan 24, 2014 | Updated 10:19 PM CDT



Owners of 2004 and 2005 Chrysler Pacificas say they have proof company knew about the expensive and extensive problem, but severely limited the group of owners who would get assistance from the company.

#endcardShareBtns div.gig-button-container-facebook-like .fb-like span, #endcardShareBtns div.gig-button-container-facebook-like .fb-like span iframe {vertical-align:top!important;}

advertisement

PHOTOS AND VIDEOS



A pattern of rust, rot and corrosion is showing up in a popular family car nationwide, much to the surprise of some owners who say they were never warned of the problem by the car maker.

Owners of 2004 and 2005 Chrysler Pacificas say they have proof company knew about the expensive and extensive problem, but severely limited the group of owners who would get assistance from the company.

urban 'mom car' turned into a 'scary' car last fall:

"This day, I'm sure," [redacted] told NBC5 Investigates. "The whole engine cradle was rusted and corroded. He could put his hand through it, it was so corroded. He told me, basically, if you were my wife you wouldn't be driving this home."

"I really didn't want her driving it," said Greg Hoops, who owns an auto shop in Frankfort and is a certified Grand Master mechanic.

Pictures that Hoops took that day show [redacted] entire subframe, or engine cradle, riddled with corrosion and rust. He says he has seen the same thing on another Pacifica, and it leaves him worried.

"People here are driving time bombs, that don't even realize it," Hoops said.

Miles away in Arlington Heights, [REDACTED] says he had the same unpleasant discovery, also at a routine mechanic visit.

"When I went to pick it up the mechanic was just standing there, shaking his head saying 'bad news,'" [REDACTED] told NBC5 investigators. "He starts telling me about the rotten sub-frame. It's corroded away. It's a dangerous situation, your engine can fall out."

Both Pacifica owners describe an experience mirrored by hundreds nationwide. NBC5 investigates reviewed more than 300 complaints submitted to the National Highway Traffic Safety Administration and online driver forums. The majority say they were not warned of the problem by Chrysler, and scores say they were told 'no' when they asked Chrysler for help covering the roughly \$2500 repair.

But early in the process, the car maker did acknowledge the problem when it sent a warranty extension letter to owners of the 2004 and 2005 fleet. That offer was then rescinded, and changed to a service bulletin that severely narrowed the scope of that coverage. The carmaker instead said it would cover only Pacificas made in a roughly 6-week timeframe in 2004: from February 23 to March 31.

Both [REDACTED] say they were told by Chrysler they were not eligible for any financial compensation for repairs because their cars fell outside the identified timeframe. Both say they appealed through numerous phone calls and letters, and ultimately received partial compensation.

[REDACTED] cost was \$733.

"Which is still, you know-I could think of a lot of things I could do with that money, but we did what we had to do and got the car fixed," [REDACTED] said.

[REDACTED] cost was about \$750.

"Which was a lot of money but it's a lot better than the \$2500 I was being quoted," [REDACTED] said.

Three months after [REDACTED] repair, NBC 5 Investigates asked Chrysler about an apparent disparity in financial assistance to drivers whose cars fell outside the company's extended warranty. [REDACTED] says she was surprised to then receive a call from Chrysler, telling her she would be getting the \$733 back.

Chrysler tells NBC 5 the root cause of this problem was the engine cradle's coating thickness for vehicles produced in the timeframe it identified. The carmaker says approximately 7,000 vehicles were affected. Chrysler says it reviews customer complaints on a case-by-case basis, and is focused on the satisfaction of its customers.

The National Highway Traffic Safety Administration received hundreds of complaints submitted by 2004 and 2005 Pacifica owners at its safecar.gov site. The agency says it has not detected a pattern of any safety defect in the 300-plus entries regarding engine corrosion submitted by Pacifica owners. New entries continue to be submitted.

Does Chrysler plan any further action on the engine cradle corrosion problem? A spokesperson would only say to that: "Matters are investigated by our customer care team and resolved on a case by case basis. We listen to our customers and strive for fairness."

The company's actions leave mechanic Hoops wanting more.

"It's time they get on their A-game or get out of the business. Quit giving people faulty products, because good shops like mine, they're gonna catch it," Hoops said.

Both [REDACTED] say they remain surprised the vehicle has not been recalled, and express concern for Pacifica owners who have not yet looked under their car.

"I wondered why there's no recall. Why?" [REDACTED] asked. "Is it going to take somebody at 65 miles

per hour to have their engine collapse and have some catastrophic kind of crash?"

"Companies are generally supposed to do things the right way," [REDACTED] said. "I understand the economics and everything, but at some point you gotta just say, you know, if we are in this for the long haul, we really have to step up."

Both [REDACTED] say they were told by Chrysler they were not eligible for any financial compensation for repairs because their cars fell outside the identified timeframe. Both say they appealed through numerous phone calls and letters, and ultimately received partial compensation.

Both say their complaints rest at the manufacturer level, not with their local dealerships.

Find this article at:

<http://www.nbcchicago.com/investigations/Minivan-Owners-Want-Chrysler-To-Concede-Rust-Problems-241535881.html>

☐ Check the box to include the list of links referenced in the article.

Frank Craven
Service Advisor

Phone (845) 623-1813
Fax (845) 623-0122



60 Route 304, Nanuet, NY 10954
www.rocklandejd.com

CUSTOMER NO. [REDACTED]	ADVISOR FRANK CRAVEN	1883	TAG NO 1934	INVOICE DATE 05/23/11	INVOICE NO CHCS115708
[REDACTED]	LABOR RATE 99.00	[REDACTED]	MAILEAGE 102,469	COLOR BRIGHT SILV	STOCK 5R [REDACTED]
STONY POINT, NY [REDACTED]	YEAR / MAKE / MODEL 05 / CHRYSLER / PACIFICA / SUBN			DELIVERY DATE 08/24/05	DELIVERY MILES 8
[REDACTED]	VEHICLE ID NO 2 C 4 G F 4 8 4 5 5 R [REDACTED]			SELLING DEALER NO	PRODUCTION DATE
[REDACTED]	F T E NO 6631			R.O. DATE 05/23/11	
COMMENTS					

MO: 102472

LABOR & PARTS	
J# 1 18CHZ	DRIVEABILITY HOURS: 0.50 TECH(S):6631 C/S ENGINE HESITATED WHILE DRIVING, DASH GAUGES CUT OUT, ALSO ENGINE IS HARD STARTING CHECKED FOR HARD STARTING AND HESITATION, COULD NOT VERIFY COMPLAINT, BATTERY IS NEW, FOUND NO FAULT CODES, INSPECTED WIRING AND GROUNDS, ALL OK COULD NOT VERIFY CUSTOMER COMPLAINT 49.50
JOB # 1 TOTAL LABOR & PARTS 49.50	
J# 2 29CHZ	BODY WINDOWS HOURS: 0.50 TECH(S):6631 C/S RIGHT FRONT WINDOW AND MIRROR STOPPED WORKING AFTER VEHICLE HESITATED CHECKED WINDOW AND MIRROR OPERATION COULD NOT VERIFY CUSTOMER COMPLAINT 49.50
JOB # 2 TOTAL LABOR & PARTS 49.50	
J# 3 50CHZZ-20-POINT	20-POINT INSPECTION HOURS: TECH(S):6631 FREE 20-POINT SAFETY CHECK INCLUDES CHECK OF TIRES, DRIVE SHAFT BOOTS, SHOCKS, STRUTS, HYDRAULIC BRAKES, RADIATOR AND HEATER HOSES, BATTERY AND BATTERY CABLES AND WIPER BLADES 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS
DIAGNOSTIC CHARGE \$99.00

TECHNICIAN CERTIFICATION
6631 CHRIS SULLIVAN 6631

PAID
CASH
CHECK #
AMEX
DINERS
DATE MAY 23 2011
☐ VISA MC
☐ DISCOVER
INIT. [Signature]

(3)



60 Route 304 Nanuet, NY 10954
Phone (845) 623-7873
N.Y.S. M.V. R/S REG. NO. 7000539
www.rocklandcdj.com



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR FRANK CRAVEN	1883	TAG NO. 1934	INVOICE DATE 05/23/11	INVOICE NO. CHCS115708
[REDACTED]	LABOR RATE 99.00	[REDACTED]	MILEAGE 102,469	COLOR BRIGHT SILV	STOCKING 5R [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 05/CHRYSLER/PACIFICA/SUBN			DELIVERY DATE 08/24/05	DELIVERY MILES 8
STONY POINT, NY [REDACTED]	VEHICLE ID NO. 2 C 4 G F 4 8 4 5 5 R [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T.E. NO. 6631		R.O. DATE 05/23/11		
COMMENTS					MO: 102472

TOTALS

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE
WE EXPECT AND HOPE THAT YOUR SERVICE VISIT HAS BEEN PLEASANT
PLEASE TAKE A MOMENT TO TELL US HOW WE PERFORMED.

I WAS GREETED PROMPTLY AND COURTEOUSLY	YES	NO
MY CAR WAS READY WHEN YOU PROMISED IT WOULD BE	YES	NO
I PLAN TO RETURN FOR FUTURE SERVICE	YES	NO
MY SERVICE ADVISOR WAS HELPFUL AND COURTEOUS	YES	NO

TOTAL LABOR....	99.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.30

TOTAL INVOICE \$ 107.30

***** FOR YOUR CONVENIENCE*****

MONDAY - FRIDAY 7:30 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

CUSTOMER SIGNATURE

SALE

Entry Method: Scanned
Appr'd: Online
05/23/11

Inv #: 115708
Appr. Code: 031010

Total: \$ 107.30

VEHICLE CHECKUP

Customer Name

R.O. Number

Phone

Date

VIN Number

Vehicle Year/Model

Mileage

VEHICLE CHECKUP

VEHICLE CHECKUP PLUS

- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable

Left Side Components:

- Left Rear Shock: ● ● ●
- Left Rear Brakes: ● ● ●
- Left Rear Tire Tread Depth: ● ● ● /32nds
- Oil Change Interval Indicator Reset: ● ●
- Steering/Suspension: ● ● ●
- Left Front Wiper: ● ● ●
- Washer Fluid: ● ● ●
- Left Front Brake Pads: ● ● ●
- Left Front Tire Tread Depth: ● ● ● /32nds
- Left Axle Boots: ● ● ● ●
- Left Front Strut: ● ● ●
- Battery Check: ● ● ●
- Brake Fluid: ● ● ●
- Power Steering Fluid: ● ● ●
- Front Differential: ● ● ● ●
- Motor Oil: ● ● ●
- Drive Belts/Hoses: ● ● ●
- Coolant: ● ● ●
- Air Filter: ● ● ●
- Lamps: ● ● ●
- Right Axle Boots: ● ● ● ●

Right Side Components:

- Right Rear Shock: ● ● ●
- Right Rear Brakes: ● ● ●
- Right Rear Tire Tread Depth: ● ● ● /32nds
- Transfer Case: ● ● ● ●
- U-Joints: ● ● ● ●
- Transmission Fluid: ● ● ● ●
- Right Front Wiper: ● ● ●
- Cabin Air Filter: ● ● ● ●
- Right Front Strut: ● ● ●
- Right Front Brake Pads: ● ● ●
- Right Front Tire Tread Depth: ● ● ● /32nds

Other Components:

- Spare Tire Tread Depth: ● ● ● /32nds
- Rear Wiper: ● ● ● ●
- Taillamps: ● ● ●
- Exhaust System: ● ● ●
- Rear Differential: ● ● ● ●

Notes:

VEHICLE CHECKUP

Customer Name

Phone

Date

VIN Number

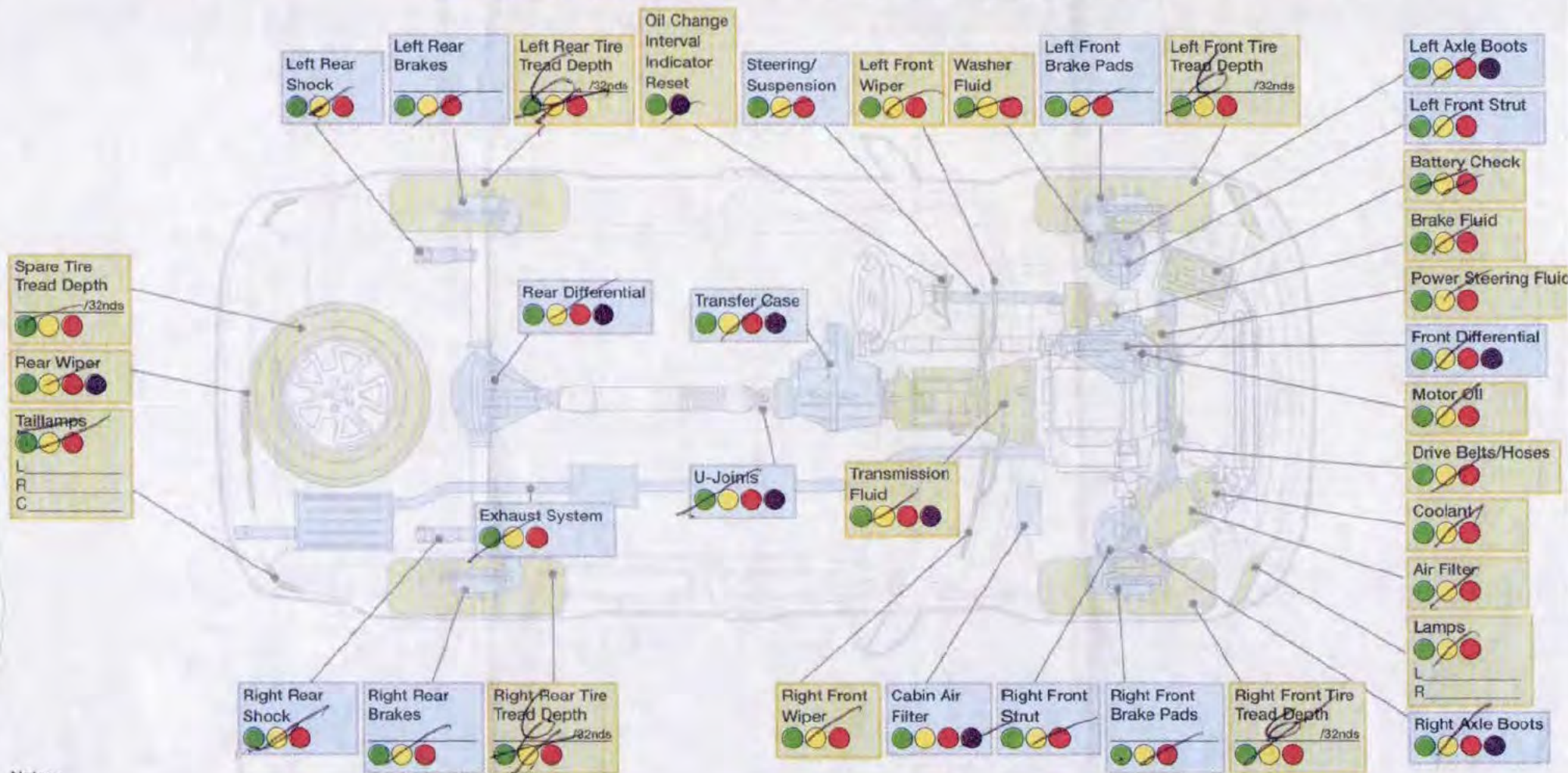
Vehicle Year/Model

Mileage

VEHICLE CHECKUP

VEHICLE CHECKUP PLUS

- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable



Notes:



601 Route 304, Nanuet, NY 10954
Phone (845) 623-7373
N.Y.S. M.V. REG. NO. 7000539
www.rocklanddodge.com

CHRYSLER



DODGE

CELL: [REDACTED]

CUSTOMER NAME	[REDACTED]	SALES REP	FRANK CRAVEN	TECH(S)	1883	1227	DATE OF SALE	06/10/11	VEHICLE NO.	CHCS116680	
ADDRESS	[REDACTED]	PRICE	99.00	[REDACTED]	103,372	BRIGHT SILV	5R	[REDACTED]	[REDACTED]	[REDACTED]	
CITY	STONY POINT, NY	MODEL	05/CHRYSLER/PACIFICA/SUBN			08/24/05	8				
ZIP	[REDACTED]	VIN	2 C 4 G F 4 8 4 5 5 R [REDACTED]			06/09/11					
PHONE	[REDACTED]	6631									
MO: 103380											

LABOR & PARTS

J# 1 18CHZ DRIVEABILITY HOURS: TECH(S):6631 INTERNAL
C/S ENGINE HARD STARTING, CRANKS AT TIMES AND DOESN'T START.
AT TIMES TURN KEY AND ENGINE DOESN'T CRANK, ALSO ENGINE
STALLS OUT WHILE DRIVING.
PERFORMED DIAGNOSTIC TEST, CHECKED BATTERY WITH TESTER
NO PROBLEM FOUND AT THIS TIME
CHECKED WIRING AND ALL CONNECTORS, OK, ROAD TESTED VEHICLE
8 MILES AND STOPPED CAR TO RESTART AND CAR WAS OK
COULD NOT VERIFY CUSTOMER COMPLAINT

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 50CHZZ-20-POINT 20-POINT INSPECTION HOURS: TECH(S):6631 INTERNAL
FREE 20-POINT SAFETY CHECK INCLUDES CHECK OF TIRES, DRIVE
SHAFT BOOTS, SHOCKS, STRUTS, HYDRAULIC BRAKES, RADIATOR AND
HEATER HOSES, BATTERY AND BATTERY CABLES AND WIPER BLADES

JOB # 2 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION

6631 CHRIS SULLIVAN 6631

TOTALS

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE
WE EXPECT AND HOPE THAT YOUR SERVICE VISIT HAS BEEN PLEASANT
PLEASE TAKE A MOMENT TO TELL US HOW WE PERFORMED.

I WAS GREETED PROMPTLY AND COURTEOUSLY	YES	NO
MY CAR WAS READY WHEN YOU PROMISED IT WOULD BE	YES	NO
I PLAN TO RETURN FOR FUTURE SERVICE	YES	NO
MY SERVICE ADVISOR WAS HELPFUL AND COURTEOUS	YES	NO

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

***** FOR YOUR CONVENIENCE*****

MONDAY - FRIDAY 7:30 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

CUSTOMER SIGNATURE

10



60 Route 304 Nanuet, NY 10954
Phone (845) 623-7873
N.Y.S. M.V. R/S REG. NO. 7000539
www.rocklandcjd.com



CELL: [REDACTED]

CUSTOMER NO	FRANK CRAVEN	1883	INVOICE DATE	06/14/11	INVOICE NO	CHCS116731	
LABOR RATE	99.00	103,453	COLOR	BRIGHT SILV	STOCK NO	5R	
YEAR/MAKE/MODEL	05/CHRYSLER/PACIFICA/SUBN			DELIVERY DATE	08/24/05	DELIVERY MILES	8
VEHICLE ID NO	2 C 4 G F 4 8 4 5 5 R			SELLING DEALER NO	PRODUCTION DATE		
F.T.E. NO.	6631			R.D. DATE	06/10/11		
COMMENTS						MO: 103453	

LABOR & PARTS		J# 1 08CHZ		ELECTRICAL SYSTEM		HOURS:		TECH(S): 6631		99.00	
C/R REPLACE FUSE BOX ENGINE COMPARTMENT POWER MODULE MAYBE CAUSING THE NO START STALL CONDITION REPLACED POWER MODULE, RAN CAR IN SHOP FOUR TWO HOURS. CAR WAS OK AT THIS TIME											
PARTS	QTY	FP	NUMBER	DESCRIPTION		LIST PRICE		UNIT PRICE			
JOB # 1	1		5082790-A1	MODULE PO 8015009		1060.00		1060.00		1060.00	
JOB # 1 TOTAL PARTS										1060.00	
JOB # 1 TOTAL LABOR & PARTS										1159.00	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
TECHNICIAN CERTIFICATION
6631 CHRIS SULLIVAN 6631

TOTALS		THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE WE EXPECT AND HOPE THAT YOUR SERVICE VISIT HAS BEEN PLEASANT PLEASE TAKE A MOMENT TO TELL US HOW WE PERFORMED.		TOTAL LABOR...		99.00	
		I WAS GREETED PROMPTLY AND COURTEOUSLY		TOTAL PARTS...		1060.00	
		MY CAR WAS READY WHEN YOU PROMISED IT WOULD BE		TOTAL SUBLET...		0.00	
		I PLAN TO RETURN FOR FUTURE SERVICE		TOTAL G.O.G...		0.00	
		MY SERVICE ADVISOR WAS HELPFUL AND COURTEOUS		TOTAL MISC CHG...		0.00	
				TOTAL MISC DISC		0.00	
				TOTAL TAX.....		97.07	
				TOTAL INVOICE \$		1256.07	

***** FOR YOUR CONVENIENCE *****
MONDAY - FRIDAY 7:30 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

CUSTOMER SIGNATURE _____
PAID
CASH
CHECK #
AMEX
DINERS
DATE JUN INIT. LG
☐ VISA MC
☐ DISCOVER

• Key does not work Remote
Locks (Both keep)
• Interior Door Locks Not Working (Drivers Side Locks Do Not Lock Doors)
• LEAVING BOTH Keep (2)



60 Route 304 Nanuet, NY 10954
Phone (845) 623-7873
N.Y.S. M.V. R/S REG. NO. 7000539
www.rocklandcjd.com



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR FRANK CRAVEN	1883	TAG NO. 2050	INVOICE DATE 06/29/11	INVOICE NO. CHCS117543
[REDACTED]	LABOR RATE 105.00	[REDACTED]	MILEAGE 103,916	COLOR BRIGHT SILV	STOPS NO. 5R [REDACTED]
STONY POINT, NY [REDACTED]	YEAR / MAKE / MODEL 05/CHRYSLER/PACIFICA/SUBN			DELIVERY DATE 08/24/05	DELIVERY MILES 8
[REDACTED]	VEHICLE I.D. NO. 2 C 4 G F 4 8 4 5 5 R [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T. & NO. 6631			R.O. DATE 06/24/11	
COMMENTS					MO: 103916

LABOR & PARTS-----
J# 1 18CHZZNOSTART CHECK NO START HOURS: 3.00 TECH(S):6631 315.00
C/S CHECK VEHICLE STALLED WHILE DRIVING GETTING TOWED IN.
PERFORMED DIAGNOSTIC TEST AND FOUND PCM INTERNAL FAILURE
REPLACED PCM AND CLEARED CODES

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	
JOB # 1	1	RL161322-AA	MODULE PO 8035029	686.12	686.12	686.12
JOB # 1	3	6505877-AA	CLIP MOUN 8059014	0.80	0.80	2.40
JOB # 1	-1	RL161322-AA	CORE RETURN	125.00	125.00	-125.00
						JOB # 1 TOTAL PARTS 563.52
						JOB # 1 TOTAL LABOR & PARTS 878.52

J# 2 50CHZZ-20-POINT 20-POINT INSPECTION HOURS: TECH(S):6631 0.00
FREE 20-POINT SAFETY CHECK INCLUDES CHECK OF TIRES, DRIVE
SHAFT BOOTS, SHOCKS, STRUTS, HYDRAULIC BRAKES, RADIATOR AND
HEATER HOSES, BATTERY AND BATTERY CABLES AND WIPER BLADES

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	
						JOB # 2 TOTAL PARTS 0.00
						JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+40CHZZRE/ST RENTAL HOURS: TECH(S):1000 0.00
RENTAL

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	
						JOB # 3 TOTAL PARTS 0.00
						JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET-----	PO#-----	VEND INV#	INV. DATE	DESCRIPTION-----	
JOB # 1	33490	1207	06/24/11	TOW	119.00
JOB # 3	33522		06/29/11	RENTAL	35.00
					TOTAL - SUBLET 154.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # 3	COUPON	COUPON		-35.00
				TOTAL - MISC -35.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
TECHNICIAN CERTIFICATION-----
6631 CHRIS SULLIVAN 6631



60 Route 304 Nanuet, NY 10954
Phone (845) 623-7873
N.Y.S. M.V. REG. NO. 7000539
www.rocklandcdj.com



CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	FRANK CRAVEN	1883	2050	06/29/11	CHCS117543
[REDACTED]	105.00	[REDACTED]	103,916	BRIGHT SILV	5R	[REDACTED]
STONY POINT, NY	05/CHRYSLER/PACIFICA/SUBN				08/24/05	8
[REDACTED]	2 C 4 G F 4 8 4 5 5 R				[REDACTED]	
[REDACTED]	6631				06/24/11	
MO: 103916						

TOTALS

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE WE EXPECT AND HOPE THAT YOUR SERVICE VISIT HAS BEEN PLEASANT PLEASE TAKE A MOMENT TO TELL US HOW WE PERFORMED.		TOTAL LABOR....	315.00
I WAS GREETED PROMPTLY AND COURTEOUSLY		TOTAL PARTS....	563.52
YES	NO	TOTAL SUBLET...	154.00
MY CAR WAS READY WHEN YOU PROMISED IT WOULD BE	YES NO	TOTAL G.O.G....	0.00
I PLAN TO RETURN FOR FUTURE SERVICE	YES NO	TOTAL MISC CHG.	0.00
MY SERVICE ADVISOR WAS HELPFUL AND COURTEOUS	YES NO	TOTAL MISC DISC	-35.00
		TOTAL TAX.....	83.55
		TOTAL INVOICE \$	1081.07

***** FOR YOUR CONVENIENCE*****

MONDAY - FRIDAY 7:30 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM

CUSTOMER SIGNATURE

PAID \$1000 \$81.07

CASH
CHECK #
AMEX
DINERS
DATE 6/29/11

☒ VISA MC
☒ DISCOVER
INIT



JUN 29 2011

VEHICLE CHECKUP

Customer Name

VIN Number

Vehicle Year/Model

Phone

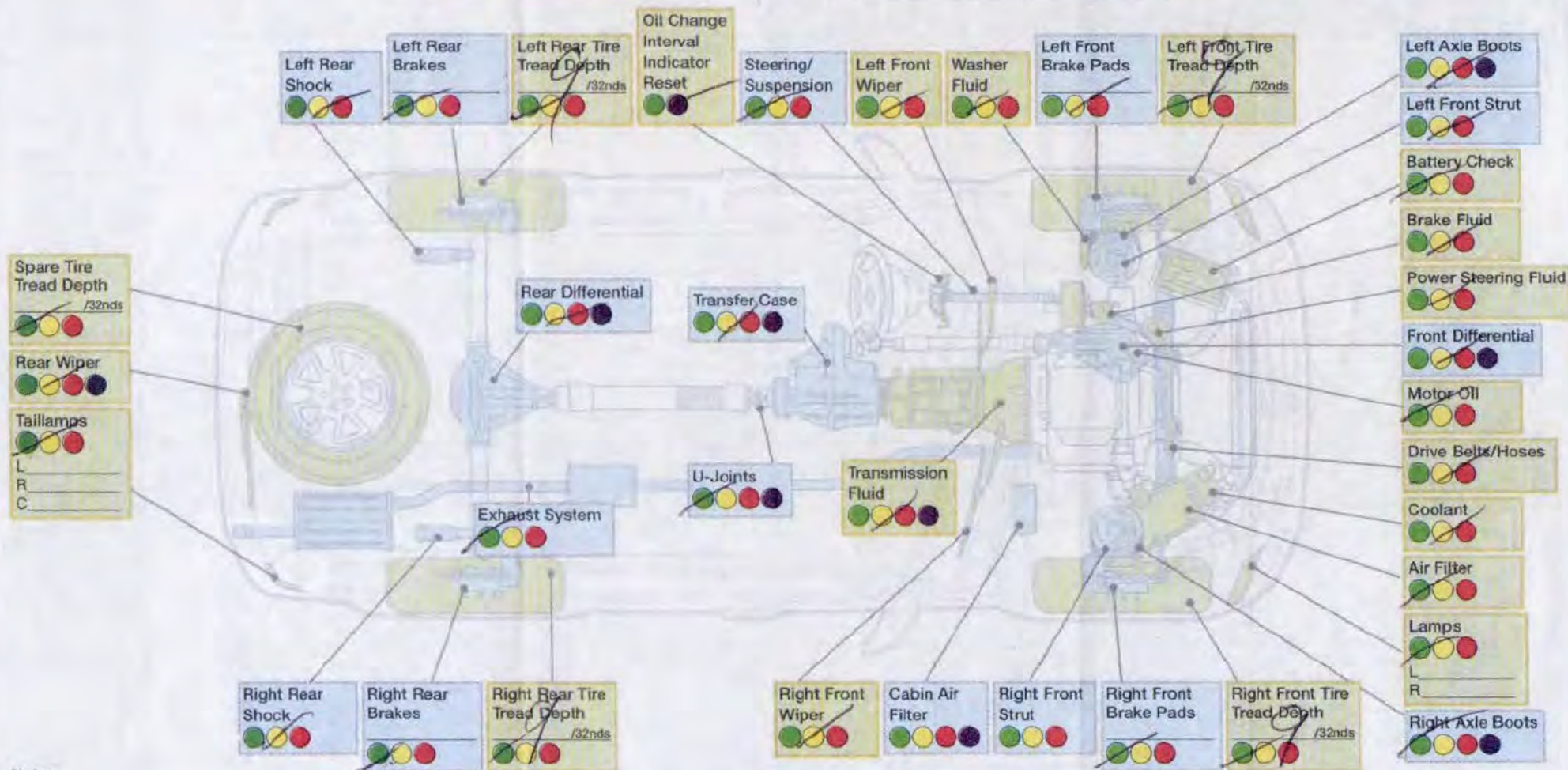
Mileage

Date

VEHICLE CHECKUP

VEHICLE CHECKUP PLUS

- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable



Notes:

ROCKLAND CHRYSLER JEEP
60 ROUTE 304
NANUET, NY 10954

Merchant ID: 6316008929
T

der



Entry Method: Manual

Apprvd: Online Batch#: 000040

06/29/11 12:15:07

AVS Code: Y
CVV2 Code: M

Inv #: 117543 Appr Code: 221065

Total: \$ 1.000.00

Customer Copy

ROCKLAND CHRYSLER JEEP
60 ROUTE 304
NANUET, NY 10954

Merchant ID: 000000000104055
Term ID: 03131791
329225803991

Phone Order



Entry Method: Manual

Apprvd: Online Batch#: 000040

06/29/11 12:18:10

AVS Code: Y
CVV2 Code: M

Inv #: 045678 Appr Code: 091812

Total: \$ 81.07

Customer Copy

BUSINESS DAY

Auto Regulators Dismissed Defect Tied to 13 Deaths

By HILARY STOUT, DANIELLE IVORY and MATTHEW L. WALD MARCH 8, 2014

Federal safety regulators received more than 260 complaints over the last 11 years about General Motors vehicles that suddenly turned off while being driven, but they declined to investigate the problem, which G.M. now says is linked to 13 deaths and requires the recall of more than 1.6 million cars worldwide.

A New York Times analysis of consumer complaints submitted to the National Highway Traffic Safety Administration found that since February 2003 it received an average of two complaints a month about potentially dangerous shutdowns, but it repeatedly responded that there was not enough evidence of a problem to warrant a safety investigation. The complaints — the most recent of which was filed on Thursday — involved six G.M. models that the automaker is now recalling because of defective ignition switches that can shut off engines and power systems and disable air bags. G.M. said the first recall notices were mailed on Friday to the owners of the vehicles.

Many of the complaints detailed frightening scenes in which moving cars suddenly stalled at high speeds, on highways, in the middle of city traffic, and while crossing railroad tracks. A number of the complaints warned of catastrophic consequences if something was not done.

“When the vehicle shuts down, it gives no warning, it just does it,” wrote one driver of a 2005 Chevrolet Cobalt. “I drive my car to and from work praying that it won’t shut down on me while on the freeway.”

Another driver wrote of the same model: “Engine stops while driving — cannot steer nor brake so controlling the car to a safe stop is very dangerous.”

To the mounting complaints, the safety agency sometimes responded with polite but formulaic letters similar to one it sent in December 2010 to Barney Frank, then a congressman from Massachusetts, who had written on behalf of a distraught constituent whose 2006 Cobalt kept stalling. In the letter to Mr. Frank, the agency said it had reviewed its database of complaints to determine if

a "safety defect trend" existed. "At this time, there is insufficient evidence to warrant opening a safety defect investigation," the letter concluded.

Failure to recognize a pattern in individual complaints has been a problem for the safety agency before. In the late 1990s, it was criticized for failing to detect a wave of highway rollovers in Ford Explorers with Firestone tires, a problem that was eventually linked to 271 deaths.

In response, Congress passed a law in 2000 requiring automakers to report to the safety agency any claims they received blaming defects for serious injuries or deaths, so the government would not have to rely only on consumer reports. Since 2003, G.M. has reported at least 78 deaths and 1,581 injuries involving the now-recalled cars, according to a review of agency records. Though the records mention potentially defective components, how many of these records were related to the ignition problem is unclear. Even with that additional information, regulators appear to have overlooked disturbing complaints of engine shutdowns.

"We need to make it clear to both industry members and regulators that adverse events must be immediately reported and analyzed to ensure public safety," said Representative Diana DeGette of Colorado, a Democrat on the House Energy and Commerce Committee. The panel's staff is scheduled to meet with the safety agency on Monday.

The safety agency has repeatedly suggested that it failed to act over the years because of a lack of a critical mass of evidence that suggested a problem beyond isolated incidents.

In a statement emailed to The Times, a spokesman noted that over the last seven years, the agency's investigations in other cases have resulted in 929 recalls of more than 55 million vehicles. The agency "uses a number of tools and techniques to gather and analyze data and look for trends that warrant a vehicle safety investigation and possibly a recall," the statement said. The agency said 260 complaints amounts to about .018 percent of the vehicles under recall.

In a telephone interview, Frank Borris, the director of the agency's office of defects investigation, said that two years ago, the agency began using IBM software to help look for patterns. Judgments are made by "really well-seasoned automotive engineers who leverage a lot of technology and lean on past precedent about when to open, when to close, and when to push for a recall," Mr. Borris said. "It's no magic formula."

The agency's chief counsel, Kevin Vincent, said that to warrant an investigation, the case must pass a legal test of "unreasonable risk to safety."

"That term 'reasonable' is a legal term, which is very elastic and means a lot of different things in a lot of different contexts," he said. "Each case is a different fact pattern."

The recall has thrown G.M. into turmoil just as it was emerging from the shadow of bankruptcy under the leadership of a new chief executive, Mary T. Barra, and as the safety agency stepped up pressure on the company in late February by opening an investigation into the "timeliness" of G.M.'s "defect determination." Last week the agency sent the company 107 questions, demanding it explain why it had waited so long to recall the vehicles. G.M. officials had known for a decade that the switches could fail.

But the Times review of thousands of complaints stored in the agency's public database raises questions about the agency's own timeliness. The newspaper analyzed nearly 8,000 complaints about the recalled models to find instances when drivers may have been affected by faulty ignition. The 260-plus total includes only complaints that mentioned a moving car stalling unexpectedly. It does not include the complaints filed about basic ignition problems on these models, like trouble starting or stopping a car's engine, or failures of the power steering mechanism, even though these could have stemmed from an inadvertent ignition shutdown. People may have filed multiple complaints about the same car.

Greg Martin, a G.M. spokesman, said the company monitors complaints to the N.H.T.S.A. about its vehicles but declined to say how the agency responded to ignition switch complaints.

By the time the agency wrote to Mr. Frank in 2010, it had received more than 170 complaints about unexpected stopping or stalling of the recalled G.M. models, and 35 specifically for the 2006 Cobalt. The Cobalt has been a particularly problematic model for G.M. In 2010, the automaker recalled some of the vehicles for power steering failure, and in December 2005, it told dealers that owners should remove unessential items from key chains.

The expectation of the 2000 law, known as the Tread Act, was that the measure would help government regulators flag trends months or years earlier than they would if they relied on consumer complaints alone. The law was used to punish Toyota for failing to report unintended accelerations; that company

paid a civil penalty of \$16.4 million under the act. But it does not appear to have helped the government identify problems faster.

Joan Claybrook, who led the safety agency during the Carter administration, said, "The ability to spot trends is a huge issue, and N.H.T.S.A. has not got it under control by any means."

The safety agency did hire contractors to look into two fatal crashes that killed three teenagers and have since been linked to the ignition problems, after local accident investigators recommended inquiries. Both involved 2005 Chevrolet Cobalts, and in both cases, the contractors found that air bags had not deployed and the cars' power had shifted into "accessory" mode — essentially the state a parked car is in when occupants want to listen to the radio. In an April 2007 report of the second crash, the contractors cited six complaints in the agency's database that appeared to match that situation.

Many consumers who approached the agency were met with institutional silence.

"This is a safety issue if there ever was one," wrote [REDACTED] of Toms River, N.J., in a letter both to G.M. customer service and to the safety agency on June 29, 2005, citing three times when her daughter's new 2005 Cobalt shut down abruptly while in operation. The letter also referred to a previous letter she had sent.

"I don't recall them ever responding," [REDACTED] said in an interview last week.

[REDACTED] daughter [REDACTED], now 28, described in a separate interview her excitement when her mother leased the car for her. "It was a beautiful car. It was red. It was great," she said.

But a few months after she got it, she said, the car suddenly died at a busy intersection. "People were swerving and honking. They didn't expect the car to be there," she said. Shortly after, on a trip to Tennessee, the car stalled on a highway exit ramp.

Both times, mother and daughter conveyed their alarm to the dealer, demanding an explanation and remedy. Both times, the dealer recommended removing extra keys from the key chain, saying they could jostle the ignition switch into shutting off. After a third stall-out, the [REDACTED] terminated the lease.

"I ended up owing thousands of dollars extra," [REDACTED] said. "My mom said, 'We'll pay. This car is a death trap. We want out of it.'"

The recall covers six models from 2003 to 2007: 2005-7 Chevrolet Cobalts; the 2007 Pontiac G5; 2003-7 Saturn Ions; 2006-7 Chevrolet HHRs; 2006-7 Pontiac Solstices and the 2007 Saturn Sky. Both the agency and the company are warning motorists that if they must drive a recalled vehicle, no keys other than the car key should be on the key chain to eliminate potential jostling that could shut down the ignition.

In announcing the recalls, General Motors said the ignition defect may have been responsible for 31 accidents and 13 deaths, but it has declined to disclose the names of those who died or the dates, location or other details of the crashes. The company said it had been "involved in claims and lawsuits" related to the ignition problem, but did not disclose how many settlements had been reached.

"Is my daughter's name in the 13?" asked [REDACTED] of Scranton, Pa., in an interview. The safety agency's database contains at least four complaints from [REDACTED] whose [REDACTED]-year-old daughter [REDACTED] was killed on Jan. 10, 2010, while driving a 2005 Chevrolet Cobalt. [REDACTED] complaints were not counted in the review because they did not specify stalling on the road.

In her filings to the agency, the most recent on Feb. 18, [REDACTED] said her daughter's car overturned and rolled, ejecting her onto the highway. "I knew the minute I got the news that my daughter was killed so violently and that it did not involve another car that it had to be a mechanical failure," she wrote.

In April 2010, she received a recall notice citing failures in the power steering systems of the '05 Cobalt, and she contacted G.M., which, she said, sent three representatives — an automotive engineer, a man who identified himself as an "accident reconstructionist" and a photographer — to examine the wrecked vehicle and remove its "black box" for data.

[REDACTED] said that despite repeated requests, the company had declined to return the black box or share the data, and sent only an "air bag deployment report" that she said was incomprehensible to her and her lawyer.

G.M. said its policy is to return any part, like a black box, to the owner of the vehicle if requested.

She said she had received form letters from the agency saying only that it had received her complaint. "They never called me and never spoke to me."

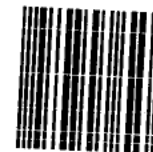
"I just want someone to hear me," she said. "We've had no closure. We still have no answers."

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