

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

24-APR-2014

Repository ☐Reference No.
10584615

OWNER INFORMATION (Type or Print)

Name

Address

City

WETHERSFIELD

State CT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

2C8GF684X5R

Make

CHRYSLER

Model

PACIFICA

Model Year

2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

24-MAR-2014

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

113000

Failure Speed

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: 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 DRIVING AT SPEEDS OVER 50 MPH, A VIBRATION WAS PRESENT. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DISCOVERED THAT THE ENGINE CRADLE AND THE SUB FRAME HAD RUSTED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 113,000.

- no help from Chrysler, not even a discount on repair parts
 - attached are invoice and copies of other pacifica owner's postings about the subframe issue
 *Car was very unstable/not safe at highway speed

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.

711 Hebron Avenue • Glastonbury, CT 06033

Fax: 860-633-2204

**INSTALLATION
REBUILDING
REPAIRS**

Date: 4-18-14

All Work Guaranteed

Name	[REDACTED]	Street	[REDACTED]	Town	Wethersfield
Company Name	[REDACTED]	Phone	[REDACTED]	Cell	[REDACTED]
Year	2005	Make	chrysler	Model	Pacifica
				Plate	
					Color Silver
Vin No.	2L8GF684X5R	[REDACTED]	Mileage	113713	PO#

CODICES	DESCRIPTION / INSTRUCTIONS / WORK TO BE DONE	AMOUNT
	Service Transmission	
	Rebuilt Transmission	
	Service Transfer Case	
PF	Used front sub frame	850 00
	Install sub frame	784 00
	rust proofing	14 70
	2 inner tierods	57 91
Nap	Install tierods	98 00
Glast. A	4 wheel alignment	89 95
	2 Lower control arms (Front)	405 42
Customer Paid By:		
☐ Credit Card _____		
☐ Check No. _____		
☐ Cash \$ _____		

I voluntarily request that repairs be performed on my vehicle without an advance estimate of their cost. By signing this form, I authorize reasonable and necessary cost to remedy the problems complained of, up to a maximum of \$ _____. The repair shop may not exceed this amount without my written or oral consent.

Customer Signature _____ Time Vehicle Received _____

The repair price may be less than the estimate, but may not exceed it without your permission.

Additional Cost Authorized \$_____ Customer has been advised of additional work needed.

NOT RESPONSIBLE FOR LOSS BY FIRE OR THEFT.

Hazmat/Supplies	4	00
Sub Total	2303	98
Tax Total	146	30
Total Due	2450	28
Shipping		
TOTAL		

Thank you for your Business

Merchant ID: 088290259487
 MID: N8788290259487
 Sale

Chrysler : Pacifica : All Wheel Drive : 2004-08

Entry Method: Swiped

\$ 2,450.28

07:58:44

Appr Code: 055326

Batch#: 000674

VISA

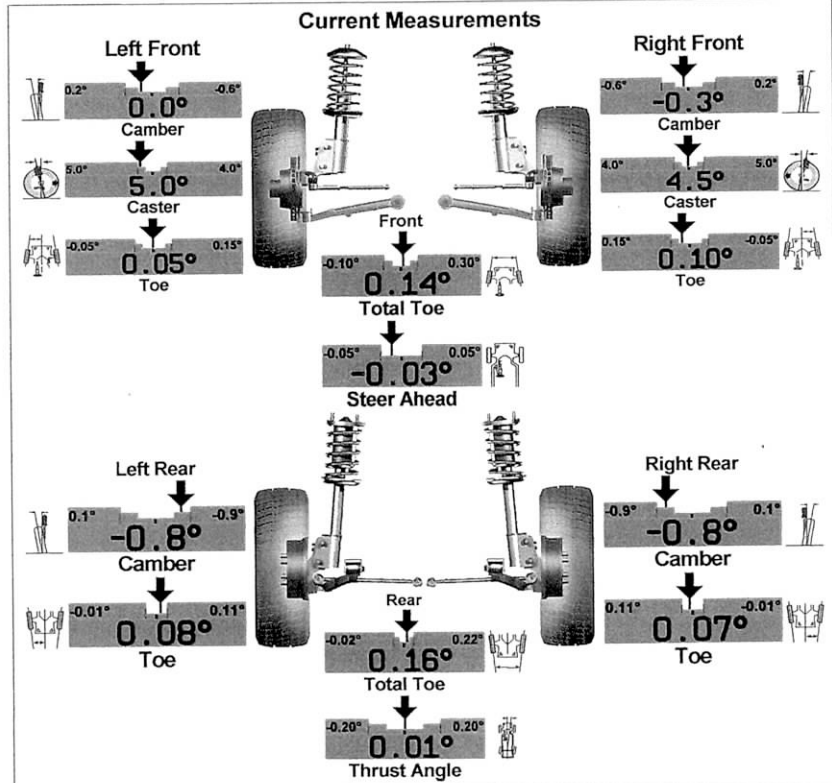
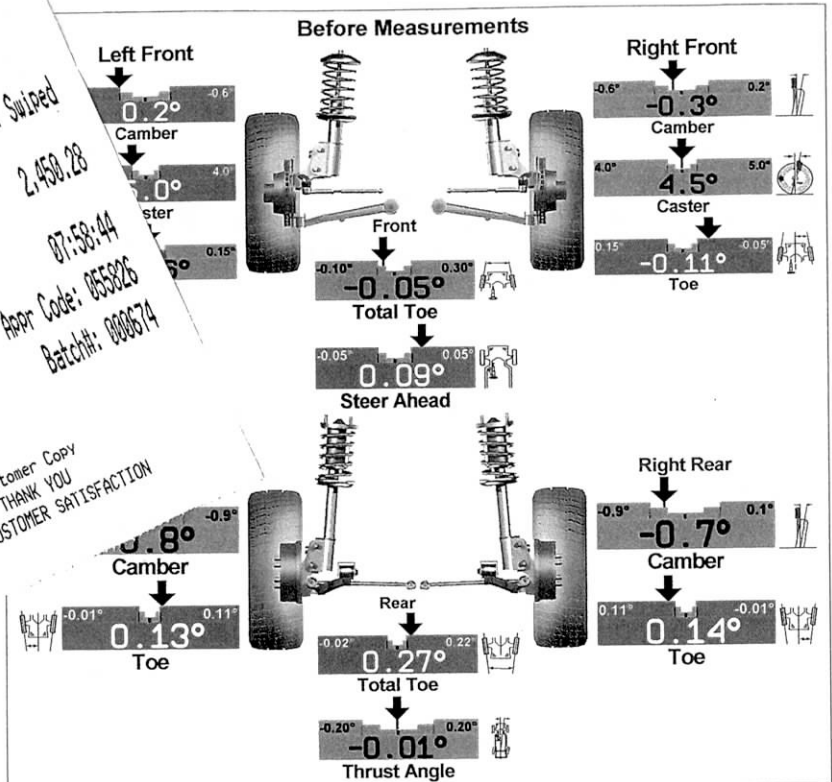
Total:

04/21/14

Inv#: 0000001

Appvd: Online

Customer Copy
 THANK YOU
 100% CUSTOMER SATISFACTION



Thank you for your business

A quick web search will result in thousands of complaints about the dangerous engine cradle/subframe issue and costly repair. -- see below

Google

chrysler pacifica engine cradle problems

Web Shopping Images Videos News More Search tools

About 7,180 results (0.39 seconds)

Vehicle Owners Want **Chrysler** To Concede Rust Problems ...

www.nbcchicago.com › investigations ▾ WMAQ-TV ▾

Jan 24, 2014 - Both **Pacifica** owners describe an experience mirrored by hundreds nationwide. ... Does **Chrysler** plan any further action on the **engine cradle** ...

Petition | RECALL ALL PACIFICAS FOR **ENGINE CRADLE** ...

www.change.org/.../chrysler-recall-all-pacifcas-for-engine-cr... ▾ Change.org ▾

RECALL ALL PACIFICAS FOR **ENGINE CRADLE** CORROSION ... **CHRYSLER HAS AN ONGOING PROBLEM WITH PACIFICA'S SUSPENSIONS AND** ...

Some **Chrysler Pacifica** Owners Say They've Had ...

www.nbcmiami.com › investigations ▾ WTVJ ▾

Feb 5, 2014 - **Chrysler** told NBC the crux of this **problem** was the **engine cradle's** coating thickness for vehicles produced in the time frame it identified.

28 - Car Forums - Edmunds.com

forums.edmunds.com › Chrysler › Chrysler Pacifica ▾

Nov 1, 2011 - Learn more about **Chrysler Pacifica** at the Edmunds.com Car ...

Chrysler Pacifica Suspension Problems This letter is to inform you that the warranty period on your Chrysler Group LLC Pacifica's front **engine cradle** has been ...

More results from forums.edmunds.com

Engine Cradle Failure - **Pacifica World**

www.pacificaworld.com › ... › Miscellaneous › Recalls & TSB's ▾

Sep 30, 2012 - 15 posts - 9 authors

Chrysler is well aware of the **issue** and has issued an extended warrantee on the **engine cradle** for 10 years or 150k miles on some 04 and 05 ...

Top 157 Complaints and Reviews about **Chrysler Pacifica**

www.consumeraffairs.com › Automotive › Auto Manufacturers ▾

2006 **Chrysler Pacifica** - I have had so many **issues** with this vehicle (bought the Pacifica down and lo they wouldn't take it in trade as the **engine cradle** is ...

Chrysler Pacifica - Complaints Board

www.complaintsboard.com/complaints/chrysler-pacifica-c358497.html ▾

Consumer complaints and reviews about **Chrysler Pacifica**. Sub frame ... Already filed my complaint with NHTSA, everyone check your **Chrysler Pacifica** and do the same if you've got the **problem**. ... **Engine** mounts I was told on mine rusting.

Chrysler Pacifica Engine Cradle - Car Talk

community.cartalk.com/discussion/.../chrysler-pacifica-engine-cradle ▾

Apr 28, 2014 - I own a 2004 Pacifica with 99950 miles. ... **Chrysler Pacifica Engine Cradle** ... The likelihood of this rust spot becoming a real **problem** is pretty ...

2 pages
attached

Page 2 of about 7,180 results (0.39 seconds)

2005 Chrysler Pacifica Frame Complaints

[www.aboutautomobile.com](#) › [Complaints](#) › [2005](#) › [Chrysler](#) › [Pacifica](#) ▾

Still, seem too many people have this **problem** for only a limited number of cars to be ...
My **chrysler pacifica** was diagnosed with a bad **engine cradle**, cradle is ...

Chrysler Pacifica Body Problems - TrueDelta

[www.truedelta.com/Chrysler-Pacifica/body-problems-68](#) ▾

by Michael Karesh - in 140 Google+ circles

See real-world body **Chrysler Pacifica** repair histories as reported by other ... 129000,
Chrysler offered no help at all on the **engine cradle** corrosion **issue**. Before ...

CHRYSLER 2004 PACIFICA ENGINE CRADLE - JustAnswer

[www.justanswer.com](#) › [Chrysler](#) ▾

Find the answer to this and other Chrysler questions on JustAnswer. ... **Chrysler Pacifica LX: CHRYSLER 2004 PACIFICA ENGINE CRADLE** Stan Sayre, PA; I AM VERY GLAD THAT I TOOK A CHANCE ON YOUR **PROBLEM SOLVING** ...

CHRYSLER 2004 PACIFICA ENGINE CRADLE - JustAnswer

[www.justanswer.com](#) › [Chrysler](#) ▾

Chrysler Pacifica Touring: CHRYSLER 2004 PACIFICA ENGINE CRADLE ... There was a **problem** with only some of the cradles AND only on Pacificas made ...

Engine cradle? - Chrysler Forum - Chrysler Enthusiast Forums

[www.chryslerforum.com](#) › ... › [Chrysler Vehicles](#) › [Chrysler Pacifica](#) ▾

Apr 9, 2007 - 10 posts - 5 authors

My wife and I just bought a 2004 **Pacifica** with 29000 miles. ... to the dealer, they told us the **engine cradle** was the source of the **problem**.

Chrysler Pacifica 2006 - Engine - car safety information ...

[www.carsafetyreference.com/chrysler-pacifica-2006/engine/](#) ▾

I have very dangerous **problem** with **engine cradle** rust on my 2006 and **chrysler** refuses to provide any warranty help. vehicle only has 58,000 miles. **chrysler** ...

Chrysler Pacifica Engine Cradle Rust - AE Autos

[autos.alledition.com/auto/Chrysler_Pacifica_Engine_Cradle_Rust/](#) ▾

Chrysler Pacifica Suspension Problems - Car Forums at ... Learn more about **Chrysler Pacifica** at the Edmunds.com Car Forums! Read real discussions on ...

moparts: Pacifica engine cradles rusting apart?

[board.moparts.org](#) › [Moparts Forums](#) › [Moparts General](#) ▾

Apr 16, 2014 - 20 posts - 8 authors

Anyone here having any **issues**? ----- ... of the **issue**. My boss has an '06 **Pacifica** with 125k here in WI. I have seen GM,Ford AND **Chrysler engine cradles** and even some rear crossmembers rot out. Ford had a ...

70 Complaints: 2005 Chrysler Pacifica Engine Problems

[www.carcomplaints.com/Chrysler/Pacifica/2005/engine/engine.shtml](#) ▾

The 2005 **Chrysler Pacifica** has 70 NHTSA complaints for the engine at 106919 ... and corrosion **issues** with the **engine cradle** on 2004-2005 Chrysler Pacificas.

Chrysler Structure Frame And Members Underbody Shields

[car-and-safety.com/chrysler-structure-frame-and-members-underbody-s...](#) ▾

CHRYSLER PACIFICA 2004, My Garage Told Me That the **engine cradle** or sub ... **cradle/k-frame** had rusted through and that this was a common **problem** with ...