

CL-10585997-6091

May 24, 2014

US Department of Transportation
National Highway Traffic Safety Admin.
Office Of Defects Investigation (NVS-210)
1200 New Jersey Ave. S.E. West Building
Washington, DC 20590

ODI Vehicle Safety Complaint Ref # 10585997

JUN - 3 2014

To whom it may concern:

I own a 2005 Chrysler Pacifica. My car failed the MA state inspection due to a rotted frame, which is a safety fail. In Massachusetts, we are only allowed 60 days to repair any defects discovered at inspection until there are fines.

It was the inspection garage that informed me of the service bulletin #13-001-12 issued for 2004-2005 Pacifica Frames & Bumpers. The service notice was issued in 2012. I was not made aware of this service notice until my inspection date on 4/25/2014.

Upon reviewing the service bulletin, it is apparent that Chrysler is aware of the K-frame deterioration issue with the Chrysler Pacifica, yet it is only issued for cars made in a 38 day window.

I contacted my local Chrysler dealer to inquire, and was told that my vehicle did not qualify for this repair. I then contacted Chrysler directly (twice) and was told that my car was manufactured in September 2004 and did not qualify for the repair. Chrysler customer service continued on with a "scripted" conversation with me explaining the service notice (that I don't qualify for) and that my options were to fix it or buy a new car. On the second call, I received the same "scripted" information. At that point, I asked to speak to a manager and was told that they (customer service) have the same authority as managers and would not transfer me or give me the name of another person who could help.

Due to the MA mandated 60 day repair time frame, I repaired my Pacifica for a total cost of \$1,676.16, and am requesting reimbursement of this amount in full.

I have enclosed photos, MA state inspection reports (before and after repair), repair invoice, and a copy of service bulletin #13-001-12.

My situation is not an isolated incident and it is my hope that Chrysler Corporation takes action regarding this SERIOUS and DANGEROUS defect on more than just a handful of 2004-2005 Pacifica's.

Sincerely,

Palmer, MA

NAM
6914
SMD

EDWARD H. SPENCER, INC.
764 MAIN ST., P.O. BOX 880
WARREN, MASS 01083-0880
WWW.SPENCERCHRYSLER.COM
(413) 436-7721 TOLL FREE (877) 230-8146

PALMER MA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		2C8GF68455R		150523	04/30/14	06768	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		05	CHRYSLER	PACIFICA	SILVER	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
5390			- -	N1444A	00/00/00	1	CASH.
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
86.00	10/26/07	22521	150523	04/30/14	09/09/04	7/70 POWERTRAIN	

CUSTOMER SATISFACTION IS OUR GOAL!!!

SERVICE HOURS: M-F 8:00AM - 5:00PM
PARTS HOURS: M-F 8:00AM - 5:00PM

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *	Com Customer states replace rusted engine and suspension crossmember Cor REMOVE AND REPLACE ENGINE/SUSPENSION FRAME					
	AMJ			4.50	C	387.00
	CNGZX261AA	C/MEMBER FRONT		1	C	190.00
	CNGZX260AB	C/MEMBER FRONT		1	C	1023.33
Line Total.....						1600.33

Parts 1213.33
Sales Tax 75.83
Labor 387.00
TOTAL-CUST-CASH 1676.16

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. _____ CUSTOMER SIGNATURE	On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative. _____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
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NO 105475



1307 Park St. PO Box 448 • Palmer, MA 01069
Tel. (413) 289-1016

[illegible][illegible]



Vehicle Inspection Report

Please Review This Important Information

Your vehicle has **FAILED** its **SAFETY TEST** and **PASSED** its **EMISSIONS TEST**. Here is what you need to do now:

- **Safety defects** must be **fixed immediately**. Do not drive your vehicle until repairs are made.
 - Have your repaired vehicle re-tested within 60 days of your initial inspection. The first re-test is free at the original inspection station during this period.
 - Pass your re-test and get a new inspection sticker.
 - **If your vehicle does not pass a re-test within 60 days of its initial inspection, RMV may suspend your registration.**
- Questions? Visit www.mass.gov/vehiclecheck or call the **Motorist Hotline** at 1-866-941-6277. The Hotline is staffed from 7 a.m. to 5 p.m. Monday, Wednesday, Friday, and Saturday, and from 7 a.m. to 8 p.m. on Tuesday and Thursday.

Overall Result:	Fail	Vehicle Information		Station Information	
Safety Result	Fail	VIN	2C8GF68455R	Name:	JACKSON AUTO SALES & SERVICE
Emissions Result	Pass	License Plate		Address:	1307 PARK ST
Test Date	4/25/2014	Plate Type/State	PAN / MA		PALMER, MA 01069
Test Time	9:20:59AM	Vehicle Type	Passenger		413-289-1016
Test Type	Regular	Year / Make	2005 CHRYSLER		
Sticker Number	151874549	Model	PACIFICA AWD	Station Number	PB035369
Inspection Type	Initial	Fuel Type	Gasoline	Workstation Number	ST000594
Inspection Count	1	Engine Cyl/Size	6/ 3.5	Inspector Number	****7141
		GVWR	8500	Test Fee	\$29.00
		Odometer	150395		

Safety Inspection Results

Visual Plate Check	Pass	Service Brakes	Pass	Horn Check	Pass
Stop and Tail Lights Check	Pass	Headlamp Check	Pass	Lighting/Reflector Check	Pass
Directional Lights Check	Pass	Frontend Check	Pass	Suspension Check	Pass
Frame Check	Fail	Wipers and Cleaner Check	Pass	Safety Belts Check	Pass
Air Bags Check	Pass	Exhaust Check	Pass	Window Tint Check	Pass
Windshield Check	Pass	Rear View Mirror Check	Pass	Bumpers/Fenders Check	Pass
Fuel Tank Fill Cap Check	Pass	Fuel Tank Fill Neck Check	Pass	Visible Smoke Check	Pass
Vehicle Height Check	Pass	Tires Check	Pass	Parking Brake Check	Pass
Other	Pass				

Safety Inspection Comments

front subframe severely rotted

On-Board Diagnostic (OBD) Test Results

OBD Tampering Check	Pass	OBD Connector Result	Pass	OBD MIL Status Result	Pass
OBD Key-On Bulb Check	N/A	OBD Communication Result	Pass	OBD Readiness Monitor Result	Pass
OBD Engine-Running Bulb Check	N/A	OBD RPM Check	Pass	OBD Test QA Check	
OBD Scan Tool Check Result	N/A	Pin 16 Volts Check	14.5		

On-Board Diagnostic (OBD) Monitor Results

Catalyst Monitor	Ready
Catalyst Heater Monitor	Not Supported
Evaporative System Monitor	Ready
Secondary Air System Monitor	Not Supported
A/C System Monitor	Not Supported
O2 Sensor Monitor	Ready
O2 Sensor Heater Monitor	Ready
Exhaust Gas Recirculation (EGR) Monitor	Ready



Vehicle Inspection Report

Please Review This Important Information

Congratulations. Your vehicle has **PASSED** both its **SAFETY TEST** and its **EMISSIONS TEST**. The results are summarized in this report.

Questions? Visit www.mass.gov/vehiclecheck or call the **Motorist Hotline** at 1-866-941-6277. The Hotline is staffed from 7 a.m. to 5 p.m. Monday, Wednesday, Friday, and Saturday, and from 7 a.m. to 8 p.m. on Tuesday and Thursday.

Overall Result:	Pass	Vehicle Information		Station Information	
Safety Result	Pass	VIN	2C8GF68455R	Name:	JACKSON AUTO SALES & SERVICE
Emissions Result	Pass	License Plate		Address:	1307 PARK ST
Test Date	5/1/2014	Plate Type/State	PAN / MA		PALMER, MA 01069
Test Time	3:11:49PM	Vehicle Type	Passenger		413-289-1016
Test Type	Regular	Year / Make	2005 CHRYSLER		
Sticker Number	151874630	Model	PACIFICA AWD		
Inspection Type	Re-inspection	Fuel Type	Gasoline	Station Number	PB035369
Inspection Count	2	Engine Cyl/Size	6/ 3.5	Workstation Number	ST000594
		GVWR	8500	Inspector Number	****7946
		Odometer	150560	Test Fee	\$0.00

Safety Inspection Results

Visual Plate Check	Pass	Service Brakes	Pass	Horn Check	Pass
Stop and Tail Lights Check	Pass	Headlamp Check	Pass	Lighting/Reflector Check	Pass
Directional Lights Check	Pass	Frontend Check	Pass	Suspension Check	Pass
Frame Check	Pass	Wipers and Cleaner Check	Pass	Safety Belts Check	Pass
Air Bags Check	Pass	Exhaust Check	Pass	Window Tint Check	Pass
Windshield Check	Pass	Rear View Mirror Check	Pass	Bumpers/Fenders Check	Pass
Fuel Tank Fill Cap Check	Pass	Fuel Tank Fill Neck Check	Pass	Visible Smoke Check	Pass
Vehicle Height Check	Pass	Tires Check	Pass	Parking Brake Check	Pass
Other	Pass				

Safety Inspection Comments

On-Board Diagnostic (OBD) Test Results

OBD Tampering Check	N/A	OBD Connector Result	N/A	OBD MIL Status Result	N/A
OBD Key-On Bulb Check	N/A	OBD Communication Result	N/A	OBD Readiness Monitor Result	N/A
OBD Engine-Running Bulb Check	N/A	OBD RPM Check	N/A	OBD Test QA Check	
OBD Scan Tool Check Result	N/A	Pin 16 Volts Check	N/A		

On-Board Diagnostic (OBD) Monitor Results

Catalyst Monitor	N/A
Catalyst Heater Monitor	N/A
Evaporative System Monitor	N/A
Secondary Air System Monitor	N/A
A/C System Monitor	N/A
O2 Sensor Monitor	N/A
O2 Sensor Heater Monitor	N/A
Exhaust Gas Recirculation (EGR) Monitor	N/A

2005 Chrysler Pacifica V6-3.5L VIN 4

Vehicle » Steering and Suspension » Technical Service Bulletins » All Technical Service Bulletins » Body/Frame - Vehicle Vibration Or Shaking

NUMBER: 13-001-12

GROUP: Frames & Bumpers

DATE: March 16, 2012

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 York, Ohio, Pennsylvania, Rhode Island, Vermont, 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

NOTE : ******This applies to vehicles built from February 23, 2004 (MDHO223XX) and 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.

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

PARTS REQUIRED:

REPAIR PROCEDURE:

1. Raise vehicle on hoist. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > Lubrication and Maintenance > Hoisting.



Fig. 1 Engine Cradle

1 - Perforation

2. Inspect the engine cradle for perforation as shown in (Fig. 1). Was there any perforation found?

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.

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.

TIME ALLOWANCE:

ZZ	Service Action
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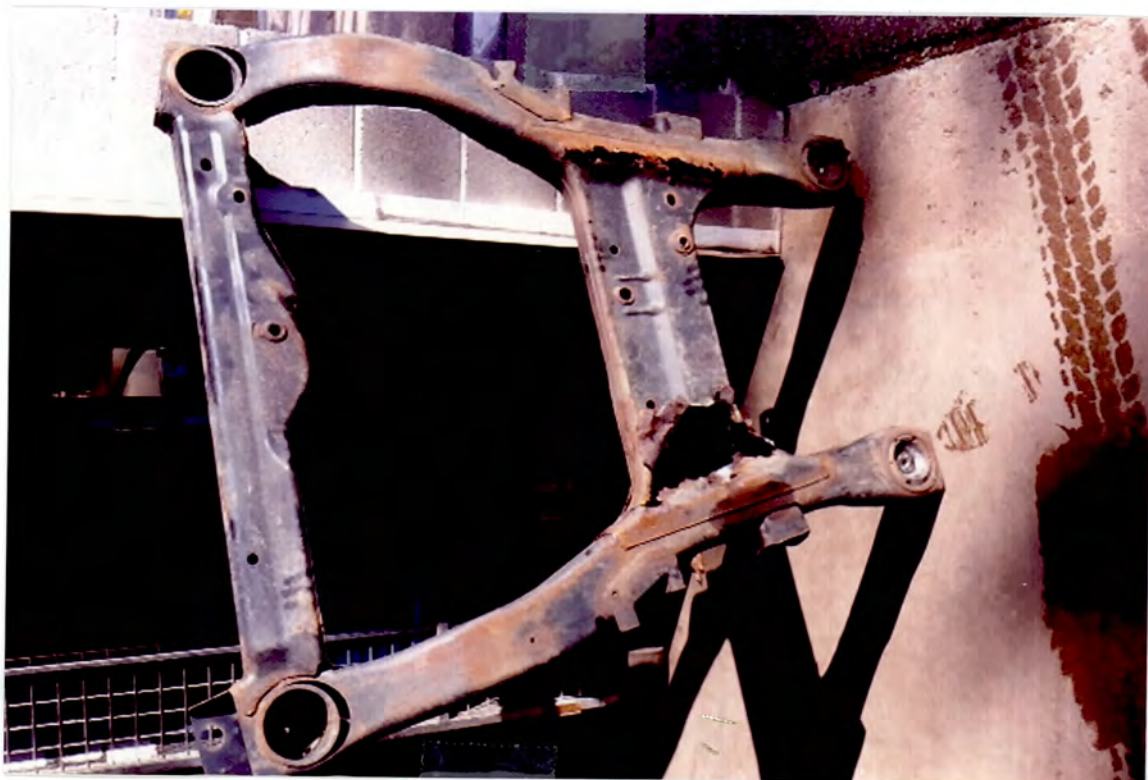
FAILURE CODE:

Disclaimer : This bulletin is supplied as technical information only and is not an authorization for repair.



VIN #

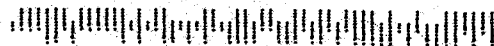




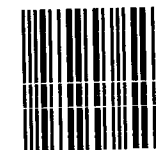




Palmer, MA



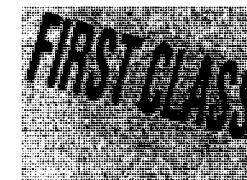
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US Department of Transportation
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