

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 01-MAY-2014 Repository ☐ Reference No. 10585997	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City PALMER State MA 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 2C8GF68455R [REDACTED]		Make CHRYSLER	Model PACIFICA
Date Purchased Oct/2009	Dealer's Name and Telephone Number Edw H Spence Chrysler		Model Year 2005
Original Owner ☐	Dealer's City Warren	State MA	Zip Code 01063
Transmission Type Auto/Std	☒ Antilock Brakes ☒ Cruise Control	Powertrain Multiple Failure:	Incident Date(s) 20-MAR-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 162000 STRUCTURE: BODY		Failure Mileage 149000	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 UPON INSPECTION, IT WAS FOUND THAT THE SUB FRAME WAS PERFORATED DUE TO RUST. THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC WHO STATED THAT THE ENGINE CRADLE AND SUSPENSION CROSS MEMBER WAS RUSTED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 149,000.			
I sent a detailed letter along with photos + repair receipts on 5/24/14. Please call if you did not receive it.			
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.			