

CL-105 97953-7971

To: See Copy Furnished, below.

SUBJECT: 2005 Chrysler Pacifica Suspension Safety Issue

DATE: June 9, 2014

JUN 20 2014

This letter concerns NHTSA Action Number 10044109, TSB 13.001-12, and Service Bulletin Number 332817. A letter was sent to "some" 2004-2005 Chrysler Pacifica owners that the front engine cradle and suspension mount frame was prone to corrosion problems. The warranty was extended to 15 years or 150,000 miles to owners in states that use road salt, cold weather states. We live in Pennsylvania, which is considered a cold weather state. Our Pacifica was inspected in April 2014. We informed the station that we were experiencing some vibration in the front end of the vehicle. We were informed that the cradle assembly and mount were rusted through, and because of safety issues, they had to be replaced before it would pass inspection. The cost was \$2,702.08. The vehicle VIN number is 2C8GF68455R [REDACTED] The vehicle had 122,638 miles, under the warranty threshold of 150,000.

When we learned of this situation we called Chrysler. They informed me that only Pacificas manufactured between a certain timeframe were covered. They could not tell me the timeframe, but our vehicle was not covered. To make matters worse, the new Cradle Assembly is exactly the same as the original part. No corrective actions have been taken to prevent the rusting. There are other cases similar to mine on the internet. State DMV's are failing these vehicles for safety issues, they are unsafe to drive. How can Chrysler ignore these serious safety issues? I am requesting full reimbursement of \$2,702.08, plus request action be taken against Chrysler so that all 2004-2005 Pacificas are repaired before serious accidents occur, if they haven't already.

I have reported this incident online and via mail to each of the addresses.

[REDACTED]

Chambersburg, Penna. [REDACTED]

[REDACTED]

CF: Chrysler Group Head Quarters

1000 Chrysler Drive

Auburn Hills, MI 48326

Congressman Bill Shuster

2209 Rayburn HOB

Washington, DC 20515

NHTSA, US Dept. of Transportation

1200 New Jersey Ave, SE

West Building

Washington, DC 20590

AM
6/26/14
SMD

Scotts Tire Service
725 South 4th Street
Chambersburg, PA. 17201
Phone - 717-264-8305 Fax -

INVOICE

8905

INVOICE

Print Date : 04/15/2014

Chambersburg, PA
Home --- Cellular
Cust ID : 630

2005 Chrysler - Pacifica Touring - 3.5L, V6 (215CI)

Lic # :

Odometer In : 122638

Unit # :

Vin # : 2C8GF68455R

Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
CHRYSLER CRADLE ASSEMBLY				CRADLE/FRAME ASSEMBLY - Remove &	769.92
CRADLE	1.00	1,532.50	1,532.50	Replace - AWD - [DOES NOT include	
CHRYSLER MOUNTING				alignment.]	
BUSHING	4.00	56.25	225.00		
CHRYSLER INSERT MOUNTING					
NUTS	4.00	5.37	21.48		
PA INSPECTION STICKER					
STICKER	1.00	4.00	4.00		

SCOTTS TIRE SERVICE INC
725 FOURTH STREET
CHAMBERSBURG, PA 17201
717-264-8305

Merchant ID: 11974413

Sale

Entry: Swiped

Total: \$ 2,706.08

04/15/14 16:50:58

Inv#: 000007 Appr Code: 015378

Apprvd: Online Batch#: 001657

Customer Copy
THANK YOU!
COME AGAIN!

Org. Estimate \$ 0.00 Revisions \$ 2,706.08 Current Estimate \$ 2,706.08

Revision # 1, Previous Estimate Amount - 0.00, Additional Cost - 2706.08, Revised Estimate - 2706.08, Parts: \$1782.98 Labor: \$769.92 Sublet: \$0.00 Taxes & Fees: \$153.18 Authorized by Date - 4/15/2014, Time - 9:10 AM, Initiated By - Shop, Written By - R, M

Labor:	769.92
Parts:	1,782.98
Sublet:	\$0.00
Sub:	2,552.90
Tax:	153.18
Total:	2,706.08
Bal Due:	\$2,706.08

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____

Written By: R, M - Technicians : J, A 4



Chambersburg, PA

HARRISBURG PA 171

14 JUN 2014 PM 4 L



NHTSA, US Dept of TRANSPORTATION
1200 NEW Jersey AVE, SE
WEST BUILDING
WASHINGTON, DC
20590

20590

