

CI-10618546-9718

6/30/14

National Highway Traffic Safety Administration

400 Seventh Street S.W.

JUL 18 2014

Washington, D.C. 20590

To whom it may concern:

I am currently the owner of a 2004 Chrysler Pacifica, VIN number 2C8GM68474R [REDACTED] and am experiencing issues with the fuel system. This vehicle was recently purchased from a local dealer in Jacksonville, FL. in May 2014. I have contacted 1-800-992-1997, several times to inquire about recall number C34/ ID 42186; Fuel System/ Delivery Hoses and have been advised that my particular VIN was not included in the recall, which in fact I do believe is a mistake.

As you can see from the attached documentation pulled from the website as well my local dealer, the issue is consistent with that of the information located in the recall notification. I would like to have the recall reviewed for accuracy as I do believe that my VIN should have been included.

Safety is the most important concern for me and my entire family, and I do not wish to have their lives taken in a fatality due to a simple oversight by your administration. I am only looking to have the issue fixed at my local dealership, with no additional charge out of pocket.

Thank you for your prompt attention,

[REDACTED]
St Augustine, FL. [REDACTED]
[REDACTED]

NM
73114
SMD

DAIMLERCHRYSLER

RECEIVED

2003 DEC -8 P 2:45

DaimlerChrysler Corporation

Stephan J. Speth

Director
Vehicle Compliance & Safety Affairs

December 2, 2003

Mr. Kenneth N. Weinstein
Associate Administrator, Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Mr. Weinstein:

Reference: NHTSA Identification Number 03V-471

Enclosed are representative copies of communications relating to the 2004 model year vehicles involved in the referenced recall. DaimlerChrysler expects to begin owner notification during the week of December 15, 2003. The exact number of manufactured vehicles in the recall is 9,881.

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
4R[REDACTED]	4R[REDACTED]

(VIN last eight characters) - 4 = 2004 model year; R = Windsor Assembly Plant, Windsor, Ontario; and the last six digits = sequential number.

We caution that the above range represents only the lowest and highest VIN sequential numbers included in the recall. This range cannot be used to determine conclusively that a vehicle is involved in the recall because most vehicles with a VIN within the range are not affected by the recall.

This completes DaimlerChrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,


Stephan J. Speth, Director
Vehicle Compliance and Safety Affairs

Enclosure: Recall #C34

cc: K. C. DeMeter

DAIMLERCHRYSLER

December 2003

Dealer Service Instructions for:

Safety Recall No. C34 -- Fuel Line Retention Clip

Models

2004 (CS) Chrysler Pacifica

NOTE: This recall applies only to the above vehicles built through April 15, 2003 (MDH 041518).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to stop sale and complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

A fuel tube on about 9,800 of the above vehicles may have an improperly formed retention bead. As a result, the fuel line may separate and leak fuel. Fuel leakage in the presence of an ignition source can result in an engine compartment fire.

Repair

A secondary fuel line retention clip must be installed on all involved vehicles.

Parts Information

<u>Part Number</u>	<u>Description</u>
CAB0C340	Fuel Line Retention Clip

Each dealer to whom vehicles in the recall were invoiced will receive enough Fuel Line Retention Clips to service about 10% of those vehicles.

Service Procedure

1. Raise the hood.
2. Remove the air cleaner housing.
3. Push the fuel line quick connect and tube together to ensure that they are fully engaged (Figure 1).
4. Install the provided clip onto the engine fuel line jumper quick connect fitting (Figure 1). Insert the clip legs into the slots in the quick connect that are opposite of the quick connect release button. Push the clip in until the horseshoe part of the clip snaps around the fuel line.
5. Hold the fuel tube and pull back on the quick connect to ensure a proper connection and that the clip is installed properly.
6. Install the air cleaner housing.
7. Close the hood.

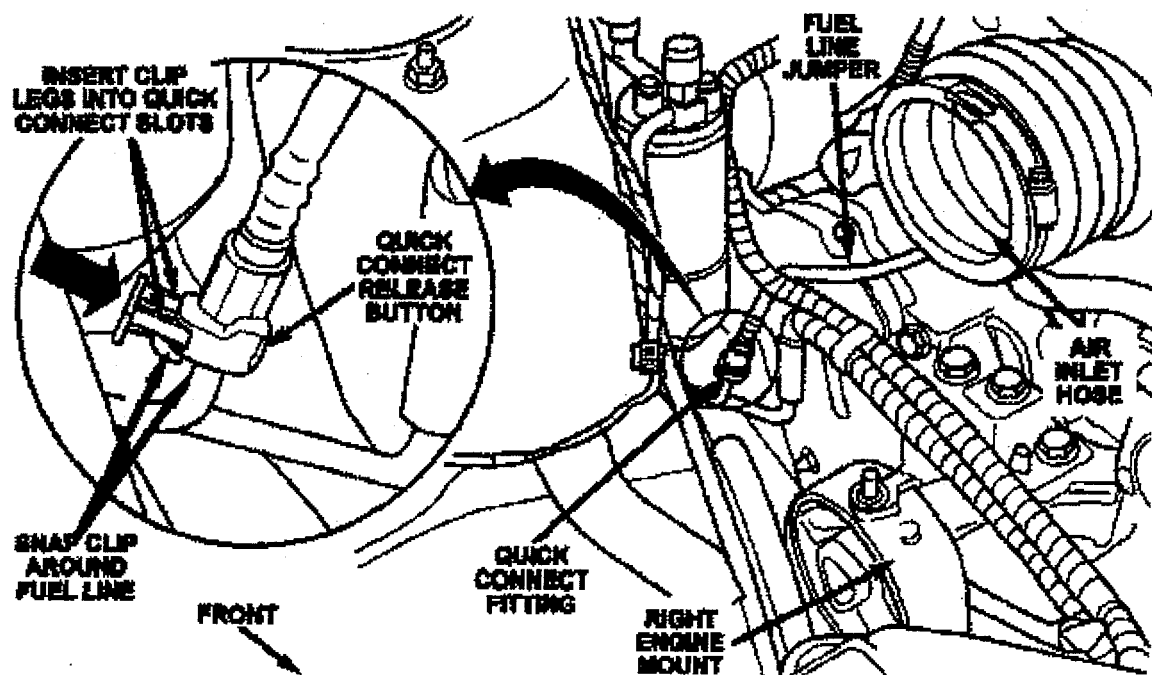


Figure 1

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DIAL System or on the DealerCONNECT claim entry screen located on the Service tab. Claims submitted will be used by DaimlerChrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Install fuel line retention clip	14-C3-41-82	0.2 hours

Add the cost of the recall part plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Parts Return

Not applicable.

Dealer Notification and Vehicle List

All dealers will receive a copy of this dealer recall notification letter by DMAIL and by first class mail. Two additional copies will be sent through the DCMMS. DealerCONNECT will be updated to include this recall in the near future.

Vehicle Lists, Global Recall System, VIP and Dealer Follow up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed. Involved dealers were also mailed a copy of their vehicle (VIN) list with the dealer recall notification letter.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Owner Notification and Service Scheduling

All involved vehicle owners known to DaimlerChrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification Form. The involved vehicle and recall are identified on the form for owner or dealer reference as needed.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a DaimlerChrysler Mobile Service approved repair.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services Field Operations
DaimlerChrysler Corporation

DAIMLERCHRYSLER

SAFETY RECALL TO INSTALL A SECONDARY FUEL LINE RETENTION CLIP ON YOUR VEHICLE

Dear Chrysler Pacifica Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some 2004 model year Chrysler Pacifica vehicles.

The problem is...

A fuel tube on your Pacifica (identified on the enclosed form) may have an improperly formed retention bead. As a result, the fuel line may separate from the tube and leak fuel. Fuel leakage in the presence of an ignition source can result in an engine compartment fire.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will install a secondary fuel line retention clip. The work will take less than 1/2 hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment.
- Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
C34

***Buckle up
for Safety***

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

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Recalls	Specs	Safety	Pricing	Photos	Warranty	Certified Vehicles					

Home > Used Cars > Chrysler > Pacifica > 2004 Chrysler Pacifica > Recalls

2004 Chrysler Pacifica Recalls

Overview

Model Summary

- Get a Free Price Quote
- Find a Local Dealer
- Low Rate Financing
- Free Insurance Quote

Find it used

Classifieds

Pricing

Resale Values
Option Packages
Ownership Costs
Certified Costs
Payment Calculator
Dealer Quote

Multimedia

Exterior Photos
Interior Photos
360 Photos
Miscellaneous
Videos
Colors

Compare

All Trims
Select a Vehicle
Competitors

Specifications

Performance
Handling
Exterior
Interior
Warranty

Reviews

Reviews
Latest News
Consumer Reviews

Safety

Safety Features
Crash Test Ratings
Recalls

Buying Tools

Free Price Quote
Locate a Local Dealer
Free Credit Scores



2004 Chrysler Pacifica

Average Resale Value: \$5,832

MPG Range: 17 - 23 mpg

Bodystyles: Wagon

[PRICE NEW MODEL](#)
[SEARCH CLASSIFIEDS](#)

Safety Features	Crash Test Ratings	Recalls
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Recall ID # 42360 - POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)
☐ Hide Details

Recall Date:
MAR 04, 2004

Model Affected:
2004 Chrysler Pacifica

Summary:
ON CERTAIN SPORT UTILITY VEHICLES EQUIPPED WITH A NGC-1 POWERTRAIN CONTROL MODULE, THE SOFTWARE PROTOCOL USED TO TEST THE VEHICLE EXHAUST GAS RECIRCULATION (EGR) SYSTEM MAY LEAD TO ENGINE STALLING UNDER CERTAIN OPERATING CONDITIONS.

Consequences:
THIS COULD CAUSE A CRASH WITHOUT WARNING.

Remedy:
DEALERS WILL REPROGRAM THE POWERTRAIN CONTROL MODULE SOFTWARE. OWNER NOTIFICATION BEGAN ON MARCH 15, 2004. OWNERS SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

Potential Units Affected:
34561

Notes:
DAIMLERCHRYSLER CORPORATION

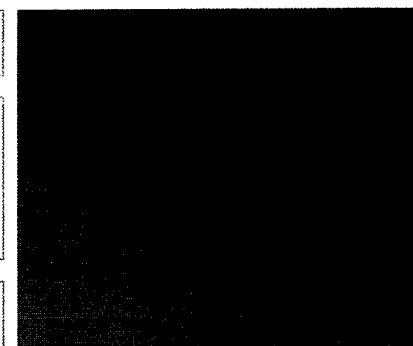
Recall ID # 42186 - FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS
☐ Hide Details

Recall Date:
NOV 10, 2003

Model Affected:
2004 Chrysler Pacifica

Summary:
ON CERTAIN SPORT UTILITY VEHICLES, THE CHASSIS FUEL SUPPLY TUBE MAY HAVE BEEN INCORRECTLY MANUFACTURED.

Consequences:



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888-327-4236
Recall # C34

UNDER CERTAIN ENGINE AND VEHICLE DYNAMIC CONDITIONS, THE FUEL LINE MAY SEPARATE, RESULTING IN A FUEL LEAK AND AN INCREASED RISK OF A VEHICLE FIRE.

Remedy:

DEALERS WILL INSTALL A SECONDARY RETENTION CLIP TO THE FUEL LINE QUICK CONNECT. OWNER NOTIFICATION BEGAN ON DECEMBER 15, 2003. OWNERS SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-992-1997.

Potential Units Affected:

9579

Notes:

DAIMLERCHRYSLER CORPORATION

CHECK INSURANCE RATES

Save money on your car insurance! Start by receiving a no-hassle quote for auto insurance.

See how much you can save!

AUTO LOAN QUOTE

Want to save money on your next auto purchase? Start by receiving a no-hassle quote for auto financing.

Explore Your Financing Options!

Sponsored Links**Jeep Cherokee Clearance**

All Grand Cherokees Must Go! Find The Lowest Dealer Price & Save
thecarconnection.com/Grand_Cherokee

LifeLock® Official Site

Protect Your Identity in Minutes. 24/7/365 Member Service Protection.
www.lifelock.com

Cheap Extended Warranty

Get Free Quote from Local Extended Car Warranty Provider - Contact Now
extendedcarwarranty.autocarenow.com

Capital One® Credit Cards

Go from Zero to Card in 60 seconds. Find an offer that's right for you.
www.capitalone.com

Man Cheats Credit Score

1 simple trick & my credit score jumped 217 pts. Banks hate this!
www.thecreditsolutionprogram.com

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- Ferrari LaFerrari First Drive
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Most Popular Articles

- Chrysler Pacifica
- Chrysler Pacifica
- Chrysler Pacifica
- Chrysler Pacifica



325 STATE ROAD 16, ST AUGUSTINE, FL 32084-1944
904-825-4627

When retrieving your vehicle trouble codes, be aware that a trouble code represents a symptom identified by your vehicle's computer and not necessarily the failure of a specific part. Accurately determining the root cause of a trouble code requires more information, additional tools, and knowledge of diagnostic trees/charts. **We suggest you consult with a professional automotive repair facility.** They will have the equipment and knowledge necessary to fully troubleshoot the cause and recommend the needed repairs to your vehicle. **Any codes set on your vehicle should be cleared only by a professional technician and our team members will not clear these codes.**

Initial Information

Trouble Code: p0440

Vehicle: 2004 Chrysler Pacifica

Base -- V6 3.5L vin 4 215ci 3497cc FI MFI GAS SOHC

Code Summary

Code Definition: General EVAP System Failure

Possible Causes:

- EVAP purge solenoid has failed (it may be stuck closed)
- EVAP purge valve vacuum supply is leaking or clogged
- NVLD assembly (natural vacuum leak detection) has failed
- NVLD switch circuit is open
- NVLD switch has failed
- PCM has failed

Reported Fixes:

- Replaced Leak Detection Pump (LDP)
- Repaired Canister Purge Valve Hose
- Repaired Evaporative Emission (EVAP) System Hose(s)/Line(s)
- Repaired Leak Detection Pump (LDP) Wiring
- Replaced Canister Purge Valve Hose
- Replaced Evaporative Emission (EVAP) System Hose(s)/Line(s)
- Replaced Evaporative Emissions (EVAP) Canister Purge Solenoid/Valve
- Replaced Fuel Filler Cap
- Cleaned Leak Detection Pump (LDP) Connector
- Repaired Evaporative Emissions (EVAP) Canister Purge Solenoid/Valve Wiring
- Repaired Fuel Connecting Tube
- Replaced Evaporative Emissions (EVAP) Canister Vent Solenoid/Valve
- Replaced Evaporative Test Port Hoses
- Replaced Leak Detection Pump (LDP) Connector

- Replaced Natural Vacuum Leak Detection (NVLD) Solenoid
- Replaced Natural Vacuum Leak Detection (NVLD) Vacuum Hose
- Replaced Secondary Fuel Pump
- Tightened Fuel Filler Cap

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Note: The reported potential fixes listed are suggestions only, and a fix is not guaranteed by performing any of the above potential solutions. We are providing this service to you as a convenience and for informational purposes only. **It is strongly recommended that you consult with a knowledgeable professional repair facility for proper diagnosis and repair of trouble code issues.**

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904-825-4627

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Initial Information

Trouble Code: p0441

Vehicle: 2004 Chrysler Pacifica

Base -- V6 3.5L vin 4 215ci 3497cc FI MFI GAS SOHC

Code Summary

Code Definition: EVAP Purge System Performance

Possible Causes:

- EVAP purge solenoid has failed
- EVAP purge valve vacuum supply is leaking or too low
- This failure may be caused by an intermittent condition

Reported Fixes:

- Replaced Leak Detection Pump (LDP)
- Repaired Leak Detection Pump (LDP) Wiring
- Replaced Evaporative Emission (EVAP) System Hose(s)/Line(s)
- Replaced Evaporative Emissions (EVAP) Canister Purge Solenoid/Valve
- Replaced Fuel Filler Cap
- Repaired Canister Purge Valve Hose
- Repaired Evaporative Emission (EVAP) System Hose(s)/Line(s)
- Repaired Evaporative Emissions (EVAP) Canister Purge Solenoid/Valve Wiring
- Repaired Fuel Connecting Tube
- Replaced Evaporative Emissions (EVAP) Canister Vent Solenoid/Valve
- Replaced Evaporative Test Port Hoses
- Replaced Natural Vacuum Leak Detection (NVLD) Solenoid
- Replaced Secondary Fuel Pump
- Tightened Fuel Filler Cap

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Note: The reported potential fixes listed are suggestions only, and a fix is not guaranteed by performing any of the above potential solutions. We are providing this service to you as a convenience and for informational purposes only. **It is strongly recommended that you consult with a knowledgeable professional repair facility for proper diagnosis and repair of trouble code issues.**

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ATLANTIC DODGE-CHRYSLER-JEEP

2330-40 U.S. #1 SOUTH
ST. AUGUSTINE, FL 32086
904 - 797-1737



LF
☐
NOTICE
BODY
DAMAGE
LR
☐

MV# 073

CUSTOMER NO. 32796	ADVISOR LAURI RUMPH	TAG NO. 2924 W960	INVOICE DATE 06/07/14	INVOICE NO. CHCS235094
ST AUGUSTINE, FL	LABOR RATE 90.00	LICENSE NO.	MILEAGE 159,529	COLOR SILVER/
	YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA			STOCK NO.
	VEHICLE I.D. NO. 2 C 8 G M 6 8 4 7 4 R			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 06/07/14	

MO: 1595

LABOR.....	SHOP SUPPLIES AND WASTE DISPOSAL *This charge represents costs and profits to the me repair facility for miscellaneous shop supplies or c posal [s.559.904(4)]
PERFORM BRAKE INSPECTION, CHECK AND ADVISE. TEST DROVE AND INSPECTED-FRONT ROTORS AND PADS DEEPLY GROOVED ESTIMATE FOR REPLACEMENT OF PADS AND ROTORS INCLUDING TAXES 311.86	TIRE AND BATTERY DISPOSAL FEE *The State of Florida requires a \$1.00 fee to be c lected for each new tire sold in the state [s.403.71 and a \$1.50 fee to be collected for each new or rema ufactured battery sold in the state [s.403.7185]
CUSTOMER STATES: CHECK ENGINE LIGHT IS COMING ON AND OFF EGR OUT OF RANGE - NEEDS EGR VALVE AND GASKET ESTIMATE FOR REPAIRS-353.32	ALL CHRYSLER PARTS AND LABOR ARE GUARANTEE FOR 12 MOS. OR 12,000 MILES WHICHEV COMES FIRST.

All parts new unless otherwise
stated

TOTAL - LABOR		91.95
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # A	SS SHOP SUPPLIES	4.60
TOTAL - MISC		4.60

RECOMMENDATIONS.....
FUEL INDUCTION SERVICE-159.95

TOTALS-----

>>> WARRANTY DISCLOSURE <<< ** CHRYSLER PARTS AND LABOR ARE WARRANTIED FOR 12 MONTHS OR 12,000 MILES,WHICHEVER COMES FIRST,SEALS AND GASKETS HAVE NO WARRANTY,NON-CHRYSLER (NPN) PARTS HAVE A 12 MONTH WARRANTY ON THE PARTS ONLY.DOES NOT COVER LABOR.	TOTAL LABOR.... 91.95 TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 4.60 TOTAL MISC DISC 0.00 TOTAL TAX..... 5.80
---	--

>>> PAYMENT METHOD <<< * AMERICAN EXPRESS () VISA () DISCOVER () * CASH () CHECK# () CHARGE () MASTERCARD ()	TOTAL INVOICE \$ 102.35
---	-------------------------

** MISC./SUPPLIES ARE CHARGES USED TO OFFSET EXPENSES FOR
SHOP RAGS,OIL&FILTER DISPOSAL,FLUIDS USED TO TOP OFF ALL
FLUID LEVELS IN YOUR VEHICLE.** TIRE AND BATTERY FEES ARE
IN ADDITION TO SHOP SUPPLIES.

CUSTOMER SIGNATURE

Hours of Operation

Monday thru Friday
7:30am to 5:30pm

Saturday
8:00am to 4:00pm

[REDACTED]

St Augustine, FL

[REDACTED]

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041L12202515

National Highway Traffic Safety Administration

400 Seventh St. S.W.

Washington, D.C. [REDACTED]

Attn: Administrator