

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

EQ 10725379-3723

NEWSLETTERS | SEND PICS | TIPS



84° Search

- HOME
- NEWS
- WEATHER
- INVESTIGATIONS
- ENTERTAINMENT
- SPORTS
- TRAFFIC
- CONTACT US



PROTECTING CHICAGO FOR MORE THAN 30 YEARS

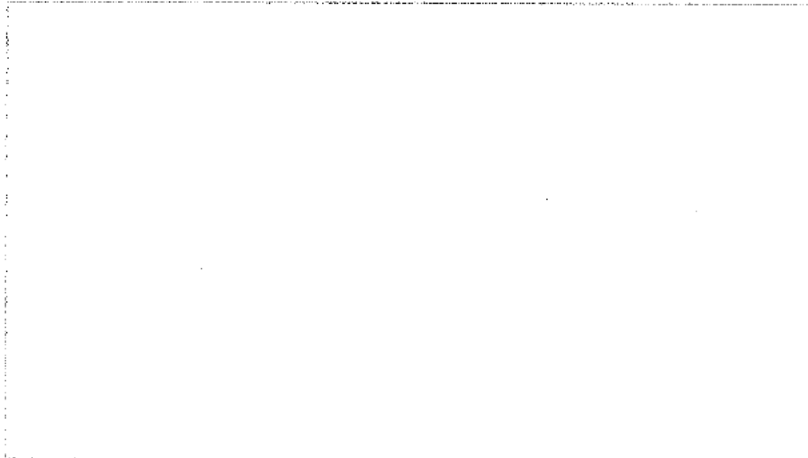
SEND TIPS

INVESTIGATIONS

Vehicle Owners Want Chrysler To Concede Rust Problems

By

View Comments (44) | Email | Print | Tweet 11 | Recommend 1k | Band 8.1 4



Owners of 2004 and 2005 Chrysler Pacificas say they have proof company knew about the expensive and extensive problem, but severely limited the group of owners who would get assistance from the company. (Published Thursday, Jan 23, 2014)

Updated at 10:19 PM CDT on Friday, Jan 24, 2014

A pattern of rust, rot and corrosion is showing up in a popular family car nationwide, much to the surprise of some owners who say they were never warned of the problem by the car maker.

Owners of 2004 and 2005 Chrysler Pacificas say they have proof company knew about the expensive and extensive problem, but severely limited the group of owners who would get assistance from the company.

TRENDING STORIES

50 Cent Files for Bankruptcy: Court Documents

Trump Tweets About 'El Chapo,' Mexican Immigration

VIDEO 2 Dead, 3 Injured in 'Ambush' on Police After 911 Call

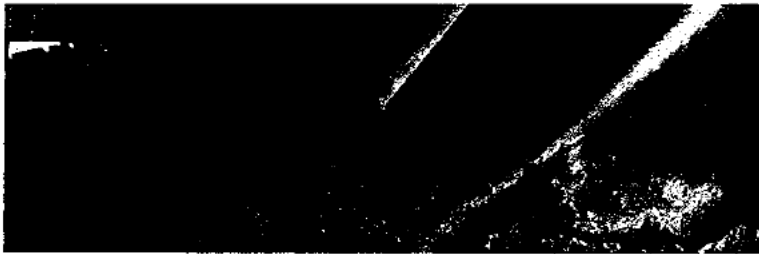
Obama Shortens Prison Sentences for 2 Chicagoans

VIDEO Divers Search Texas Lake for Missing Former NFL Player

EXECUTIVE SECRETARIAT RECEIVED-NHISA 2015 JUL 21 A 10 27 WEATHER FORECAST

WEATHER ALERTS View All

Chicago, IL



[redacted] of Mokena recalls the day her suburban 'mom car' turned into a 'scary' car last fall: she was at her mechanic's for routine tire service.

"He put the car up on the lift and got the shock of his day, I'm sure," [redacted] told NBC5 Investigates. "The whole engine cradle was rusted and corroded. He could put his hand through it, it was so corroded. He told me, basically, if you were my wife you wouldn't be driving this home."

"I really didn't want her driving it," said Greg Hoops, who owns an auto shop in Frankfort and is a certified Grand Master mechanic.

Pictures that Hoops took that day show [redacted] entire subframe, or engine cradle, riddled with corrosion and rust. He says he has seen the same thing on another Pacifica, and it leaves him worried.

"People here are driving time bombs, that don't even realize it," Hoops said.

Miles away in Arlington Heights, [redacted] says he had the same unpleasant discovery, also at a routine mechanic visit.

"When I went to pick it up the mechanic was just standing there, shaking his head saying 'bad news,'" [redacted] told NBC5 Investigates. "He starts telling me about the rotten sub-frame. It's corroded away, it's a dangerous situation, your engine can fall out."

Both Pacifica owners describe an experience mirrored by hundreds nationwide. NBC5 Investigates reviewed more than 300 complaints submitted to the National Highway Traffic Safety Administration and online driver forums. The majority say they were not warned of the problem by Chrysler, and scores say they were told 'no' when they asked Chrysler for help covering the roughly \$2500 repair.

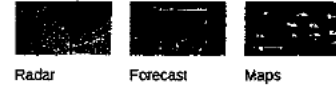
But early in the process, the car maker did acknowledge the problem when it sent a warranty extension letter to owners of the 2004 and 2005 fleet. That offer was then rescinded, and changed to a service bulletin that severely narrowed the scope of that coverage. The carmaker instead said it would cover only Pacificas made in a roughly 6-week timeframe in 2004: from February 23 to March 31.

Both [redacted] and [redacted] say they were told by Chrysler they were not eligible for any financial compensation for repairs because their cars fell outside the identified timeframe. Both say they appealed through numerous phone calls and letters, and ultimately received partial compensation.

Deneen's cost was \$733.

"Which is still, you know-I could think of a lot of things I could do with that money, but we did what we had to do and got the car fixed," [redacted] said.

84° Scattered Clouds
Feels Like 88°



21st Century Solutions
► Fund YOUR New Ideas

NEWSLETTERS

Receive the latest investigations updates in your inbox

_____ **SIGN UP**

[Privacy Policy](#) | [More Newsletters](#)

WATCH LIVE TV NOW
5 DOWNLOAD OUR APP

Promoted Stories



How Not To Drive a Ford F-350 On A Trailer Yeah! Motor




Insanely Popular Sweatshirt has 4-Month Wait List Slate

Mazda fixes MX-5 Miata's worst fault for 2016 TorqueNews

Playboy Bunnies: Then and Now AARP

Our Favorite New Car Models for 2015 Kelley Blue Book

Here's Why You Should Stop 'Googling' Names 

More from NBC Chicago



High School Teachers Allegedly Had Sex With Students on...



Pat Sajak Walks Off "Wheel of Fortune" Set

Inmate Dies After Hiding Crack Pipe in Privates

Man Accused of Horse-Sex Trouble – Again

Mom Had Sex With Teen Daughter's Ex: PD

In Latest Ad Rahm Takes Off Sweater But Stays Fuzzy

Recommended by

[View Comments \(44\)](#) | [Email](#) | [Print](#)

Leave Comments

36 Comments

Sort by: Top



Add a comment...

Riverview Community High School

This problem is not limited to the Pacifica. I own a 2008 Dodge Caliber and had it taken in to be looked at when to drive straight the steering wheel had to be at 10 o'clock instead of 12 and when I hit a bump felt like there was no suspension. I called Chrysler and they told me there was nothing they could do. I'm done and have turned it over to a lawyer, we are not only seeking money for the car but also money because they are selling unsafe vehicles, how much is my life worth? Be sure to have your mechanic take pictures and get the best lawyer you can! Good luck.

Like · Reply · May 23, 2015 12:20pm



Rensselaer Polytechnic Institute

Be AWARE, cars are NOT built to be driven 3 or 4 months a year in road salt. You need to perform rust control maintenance. Frequent washing only help with the exterior painted surfaces and does nothing for enclosed frame sections like the engine cradle, rockers, doors etc... where dirt, salt and moisture hide causing corrosion to occur from the inside out. Oil spray rustproofing works best, especially when done in SPRING. Warmer temperatures accelerate the corrosion process.

Like · Reply · Apr 23, 2015 6:22am



I drive a 2007 Honda and Chrysler van (work); both have over 150k miles. Under the hood, the Chrysler is corroding in several areas. If I can post comparison pictures to this post, I would. Also note, I am the original, primary driver for both. The Honda is in fair condition minus the dents from twits who use other people's cars as backstops.

Like · Reply · Dec 26, 2014 9:43am



Lockview Park Secondary School

I have a 2008 Chrysler Pacifica Touring Edition and my mechanic just showed me how the subframe is rotting out. So it is not just the 2004 and 2005 models. I have yet to hear back from Chrysler.

Like · Reply · Dec 19, 2014 6:22am



Bucks County Community College

Can I add my 2009 Dodge Ram New Generation body style with only 40,000 miles to the list of Dodge Rust Buckets. I already have a hole through my front fender and bubbles under the paint on the other three wheel wells. My under carriage is ok but the body is rusting before my eyes. I dont know if Dodge decided to cut back on the corrosion treatments or whomever they are contracting to do the corrosion treatment is ripping them off. There is NOTHING you can do when the rust comes from inside the metal.

Like · Reply · Dec 16, 2014 6:01pm



Jackson State Community College (JSCC)

I JUST TALK TO CHRSLER TO FIND OUT WHY MY PATTLE WAS STICKING HAVE HAD MY MOTOR SURPORTS WORK ON TWICE THAT COSTS.THE CAR SOUNDS LIKE ITS GOING FALL A PART I LOVE MY CAR BUT IT COST SO MUCH FOR JUST SMALL PARTS IT WILL BE BAD WHEN SOMEONES MOTOR FALLS OUT AND KILLS YOU ARE YOU GRANDKIDS AND SOMEONE ELSE IN ANOTHER CAR GOD HAVE MERCY ON THESE PEOPLE MAKING THESE CARS THAT ARE NOT SAFE. THEY COST SO MUCH THEY WONT HELP SO I PRAY GOD KEEPS HANDS ON EACH ANY EVERY DRIVER .THANKS CHRYSYER FOR NOTHING

Like · Reply · Sep 15, 2014 1:12pm

Load 10 more comments

Facebook Comments Plugin

