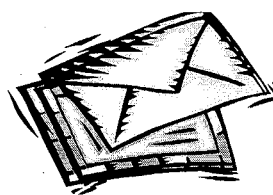


NHTSA ccmMercury Routing Slip



CL-10926042-4604

Printed: 6/12/2015

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

NHTSA #: ES15-003043

XREF #:

Delivery: EML

Rec'd Date: 6/12/2015

Doc Type: CNG

Address To:

Referred By: NPO-011

Doc Date: 6/5/2015

Due Date: 7/13/2015

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM SENATOR GARRETT ON BEHALF OF CONSTITUENT [REDACTED] RE 2004
CHRYSLER PACIFICA AIRBAG**

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: ALISON PASCALE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

The Honorable SCOTT GARRETT
U.S. HOUSE OF REPRESENTATIVES
266 HARRISTOWN ROAD, SUITE 104
GLEN ROCK, NJ 07452

Tel: 201-444-5454 **Fax:** 201-444-5488 **E-mail:**

JUN 15 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-110	SIGN	6/12/2015		
NVS-010	INFORMATION	6/12/2015		6/12/2015
NVS-200	REPLY	6/12/2015	7/13/2015	

ET
6/15/15
SMP

Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Friday, June 12, 2015 12:58 PM
To: Butler, Chris CTR (NHTSA)
Subject: FW: NHTSA complaint
Attachments: Document.pdf

Chris,

Please control.

Thanks

Julie

From: Caldwell, Megan (NHTSA)
Sent: Thursday, June 11, 2015 3:51 PM
To: Korkor, Julie (NHTSA)
Cc: Reid, Randy (NHTSA)
Subject: FW: NHTSA complaint

Hi Julie,

Please control.

Thank you,

Megan

From: Harrison, Nefretiti (OST)
Sent: Thursday, June 11, 2015 3:49 PM
To: Caldwell, Megan (NHTSA)
Cc: Pascale, Alison (NHTSA)
Subject: FW: NHTSA complaint

Ladies, pls see attached constituent inquiry re: an airbag issue

From: Day, Donald (OST)
Sent: Wednesday, June 10, 2015 1:06 PM
To: Harrison, Nefretiti (OST)
Subject: FW: NHTSB complaint

And this one, too.

Donald K. Day
Team Leader
Aviation Consumer Protection Division
U.S. Department of Transportation

From: Whitehouse, Andrew [mailto:Andrew.Whitehouse@mail.house.gov]
Sent: Wednesday, June 10, 2015 11:34 AM
To: Little, Catherine (OST)
Subject: NHTSB complaint

Hi Catherine,

Please see the attached complaint about an airbag in a Chrysler Pacifica. The constituent would like to submit a formal complaint about the airbag which he believes is a safety issue in how it's structured in the steering wheel.

Thank you,

Andrew Whitehouse
Casework Manager
Office of Congressman Scott Garrett
Fifth District, New Jersey
266 Harristown Road, Suite 104
Glen Rock, NJ 07452
201-444-5454 Office
201-444-5488 Fax

For the latest updates please sign up to receive the Garrett Gazette at
<http://garrett.house.gov/>





RAMSEY NJ 		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		2C8GM684X4R		87526	06/03/15		
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		04	CHRYSLER	PACIFICA			
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
			- -		00/00/00	498	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
115.0	00/00/00		87526	06/03/15	10/02/09		

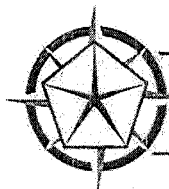
WE APPRECIATE YOUR BUSINESS! IF YOU HAVE ANY COMMENTS OR SUGGESTIONS, PLEASE TALK TO A SERVICE ADVISOR, OR CALL OUR SERVICE MANAGER.

ATTENTION!!! ALL SPECIAL ORDERED PARTS WILL BE RETURNED TO CHRYSLER IF NOT PICKED UP OR INSTALLED WITHIN 30 DAYS. WE APOLOGIZE FOR ANY INCONVENIENCE THIS MAY CAUSE. THANKS!

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A Com Customer states PASSENGER SIDE AIR BAG COMPARTMENT HAS OPENED UP Ca Found SIDE DASH PANEL COMING UP WILTED Cor NOT A SAFETY ISSUE WITH AIR BAG BUT PANEL IS COMING OFF WITH AIR BAG SHOWING A33 Line Total.....						
B Com Customer states CHECK SUNROOF DRAINS CLOGGED DRIVERS SIDE LEAKING Ca Found SUNROOF DRAIN CLOGGED DRIVERS SIDE Cor CLEARED DRIVERS SIDE DRAIN A33 C 30.00 Line Total..... 30.00						
C Com Customer states CHECK SHIFTER WHEN MOVING INTO PARK SEEMS TO STICK Ca DID NOT FIND ANY ISSUES WITH SHIFTER Cor WORKING AS DESIGNED A33 Line Total.....						

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.	On behalf of servicing dealer, I hereby certify that the information contained herein 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.
CUSTOMER SIGNATURE	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



Jeep RAM

PRECISION

1341 Rt. 23 • Butler NJ 07405

(973) 838-6808

[REDACTED] RAMSEY		NJ [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				2C8GM684X4R [REDACTED]		87526	06/03/15	[REDACTED]
				YEAR	MAKE	MODEL	COLOR	TAG NO.
				04	CHRYSLER	PACIFICA		[REDACTED]
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
[REDACTED]	[REDACTED]	[REDACTED]	-		00/00/00	498	CASH	
HOUR LABOR RATE		DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
115.0		00/00/00		87526	06/03/15	10/02/09		

WE APPRECIATE YOUR BUSINESS! IF YOU HAVE ANY COMMENTS OR SUGGESTIONS, PLEASE TALK TO A SERVICE ADVISOR, OR CALL OUR SERVICE MANAGER.

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
				Labor		30.00
				Sales Tax		2.10
				TOTAL-CUST-CASH		32.10

DISC
6/3

CUSTOMER COPY - PAGE 02

STATEMENT OF DISCLAIMER

This 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 herein 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)

DC OFFICE

2232 Rayburn House Office Building

Washington, DC 20515

202-225-4465

WESTERN DISTRICT OFFICE

83 Spring Street Suite 302A

Newton, NJ 07860

973-300-2000

Fax: 973-300-1051

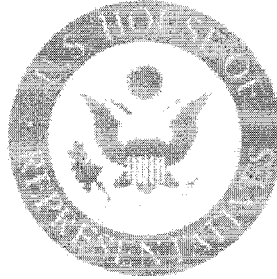
EASTERN DISTRICT OFFICE

266 Harristown Rd, Suite 100

Glen Rock, NJ 07452

201-444-5454

Fax: 201-444-5489



Dear Congressman Garrett:

In accordance with the Right to Privacy Act of 1974, I understand that my written consent is required before a government agency can release information about me to you or your designated staff member. By completing and signing this document, I hereby permit you or your staff to investigate the situation described below as I have requested.

Signed

Date:

6/5/2015

Please kindly provide the information below (type or print legibly) where applicable:

Name:

Address:

City, State, Zip:

Ramsey, NJ

Phone: (day)

(evening)

Same as day

(cell)

Date of Birth (MM-DD-YY)

Social Security #:

E-mail

Address:

In the space provided below, please include a brief description of the nature of your request.

Problem with my 2004 Chrys. Pacifica Air Bag on the passenger side, front. The area where the air bag deploys is open and you can see the air bag. This is to me a safety issue. Chrysler Corp. has refused to fix, that the Chris out of warranty. It has only 87K miles.

6/5/2015

I went to an Auto Body Shop and they told me that the air bag deployment is suspect to properly deploying. Chrysler Customer Svc. in Detroit and its local dealer in **Butler, NJ** insist it is not a safety issue. The Tech said he has not seen this kind of opening in the deployment case. How then can he say that there is no safety issue? I am very concerned that this air bag may in fact be non operative or may deploy without warning. I could have anyone of my family sitting in that seat or another passenger. Please let me know how you can get the Chrysler Corp. to repair this problem.

Ramsey Auto Body, Kevin - 201-327-5460

* Precision Chrys. - Butler, NJ - Brian - 973-838-6808

* Chrysler Corp. Detroit - Candace - 800-992-1997

- Customer Service Case # [REDACTED]

* Repair Invoice enclosed, see item 'A'.