

 U.S. Department of Transportation National Highway Traffic Safety Administration		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: 28-JUL-2015		Repository ☐ Reference No. 10744405	
OWNER INFORMATION (Type or Print)					
Name		Address		City	
State		PA		Zip Code	
Daytime Telephone Number		Evening Telephone Number		E-mail Address	
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		Make		Model	
2C8GF68495R		CHRYSLER		PACIFICA	
Model Year		Engine:		Fuel Type:	
2005		No: Cylinders (6)		Regular	
Date Purchased		Dealer's Name and Telephone Number		State	
Dec. 2013		A.M.A. CARS (215) 638-4430		PA	
Original Owner		Dealer's City		Zip Code	
☐		TREVNOSE		19053	
Transmission Type		Antilock Brakes		Powertrain	
Automatic		☒		Multiple Failure:	
Cruise Control		☒		Incident Date(s)	
				13-MAY-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, ENGINE (PWS)				Failure Mileage	
				52000	
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		Failure Location:	
		☐ Prior Repair			
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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. A MECHANIC AND INDEPENDENT MECHANIC STATED THAT THE ENGINE CRADLE WAS RUSTED DURING AN OIL CHANGE. THE MECHANIC STATED THAT THE ENGINE CRADLE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 52,000.					
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 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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Mechanic Stated Engine Cradle was Rotting
AND This holds the Engine, we are afraid
Engine could fall out and could cause Injuries and others.
Spoke to Dealer They said to call Chrysler
which we did. We did not get an answer
So we contacted you at NHTSA.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

PHILADELPHIA

PA 191

23 SEP '15

PM 5 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Bristol, PA 19007
(215)788-6371

Invoice Date: 6/12/15
Estimate ID: [REDACTED]

SOLD TO:

BRISTOL, PA [REDACTED]

Vehicle: 2005 CHRYSLER PACIFICA Odometer: 51,920 Tag: PA [REDACTED] Vin: 2C8GF68495R [REDACTED] Tech: 002 Writer: 457 Ad Lead: REPEAT

Quantity	Item	Description	Warranty	A/D	Unit Price	Discount	Total
Air Filter							
1.00	AF2569	AIR FILTER		A	25.00		25.00
Job Total:							25.00
Synthetic Blend Basic Oil Change Package							
5.00	SYN BLEND OIL	Synthetic Blend Oil (Up to 5 Quarts)		A	2.50		12.50
1.00	OIL CHANGE	Basic Oil Change Service		A	15.00		15.00
1.00	DISPOSAL	Waste Oil Disposal Fee		A	2.00		2.00
	MEMO	The Basic Oil Change Package @ Meineke includes: 5 Quarts of fresh Synthetic Blend Oil & a new Oil Filter, pressure check of all 4 of your tires, & a 23-Point Inspection.					
1.00	Discount	Basic Oil Change Promotional DISCOUNT		A	(5.00)	(5.00)	(5.00)
	MEMO	Oil Filter #					

Ticket **Job Total:** **24.50**

MEMO check air in tires..... knocking in r/f
MEMO **ENGINE CRADLE / SUB FRAME ROTTING. CHECK
WITH DEALER FOR RECALL**

Job Total: **0.00**

*Chrysler
Recall*

*1-800-942-1997
F.C.A.*

*I Spoke to Dealer
they said to call
Chrysler. I then
called Chrysler Recall.*

We want to thank you for your patronage. At MEINEKE, your satisfaction is very important to us.

Sales Tax 1: 3.09

Total Savings: \$5.00

PAYMENT RECEIPT

A/D Legend
A=Accepted
D=Declined

Visa 54.59

Shop Supplies:	2.00
Total Parts:	34.06
Total Labor:	15.44
Sub Total:	51.50
Sales Tax:	3.09
Total Due:	\$54.59

At Meineke we care about service, please give us your feedback by calling 866-663-9586 or visiting www.tellmeineke.com

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