U.S. Department of Transportation

National Highway Traffic Safety Administration

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

RESERVED FOR AGENCY USE ONLY 100148

Date Received: 18-DEC-2015

Repository ☐

Reference No. 10811162

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City BRISTO State PW Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number

E-mail Address [redacted]

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	Model Year
2C8GF68495R[redacted]	CHRYSLER	PACIFICA	2005

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
12/17/2013	A.M.A. CARS (215) 638-4430			No. Cylinders	Regular
Original Owner ☐	Dealer's City Trevose, PA	State PA	Zip Code 19053		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
	☒ Antilock Brakes ☒ Cruise Control			17-MAR-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage	Failure Speed
	52000	0

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: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
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	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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. THE CONTACT STATED THAT WHEN THE VEHICLE WAS TAKEN FOR A SCHEDULED OIL CHANGE, THE TECHNICIAN NOTICED THAT THE CRADLE AND SUB FRAME WAS SEVERELY RUSTED. THE VEHICLE WAS TAKEN TO THE DEALER FOR A SECOND DIAGNOSIS WHERE IT WAS CONFIRMED THAT THE SUB FRAME WAS FRACTURED AND RUSTED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 52,000.

Dec. 2015 - This vehicle failed inspection due to the above failure. We could not get replacement parts so we had to have the frame Repaired.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

02/26/2016 11:45

=== COVER PAGE ===

TO: _____

FROM: [redacted] _____

FAX: [redacted]

TEL:

COMMENT: