

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 23-DEC-2015 OCT 14 2015	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: WORCESTER State: VT Zip Code: [REDACTED]		Repository ☐		Reference No. 10811924	
		Daytime Telephone Number: [REDACTED]		E-mail Address: [REDACTED]	
		Evening Telephone Number: [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 2C4GF48435R [REDACTED]		MAKE CHRYSLER		Model PACIFICA	
				Model Year 2005	
Date Purchased Jan/Feb 2013		Dealer's Name and Telephone Number POUIN AUTO 802-661-4319		Engine: No: Cylinders 6 3.8 liter engine	
Original Owner ☐ NO		Dealer's City [REDACTED]		Fuel Type: Regular	
Transmission Type ASPD w/OD		Antilock Brakes ☒ Cruise Control ☒ Powertrain Yes, but [REDACTED]		Multiple Failure: refused by [REDACTED] Doc to Recall Co. Incident Date(s) 28-MAY-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY [REDACTED]				Failure Mileage 118000	
Failure Speed [REDACTED]					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make [REDACTED]		Tire Model (Name or Number) [REDACTED]		Tire Size (Example P215/65R15) [REDACTED]	
DOT No. (Example: DOTM19ABC036) [REDACTED]		☐ Original Equipment ☐ Prior Repair		Failure Location: [REDACTED]	
Tire Component Code [REDACTED]				Tire Failure Type: [REDACTED]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]		Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]	
Seat Type: [REDACTED]		Installation System: [REDACTED]			
Child Seat Component Code: [REDACTED]		Failed Part: [REDACTED]			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured [REDACTED]	
				Number of Deaths [REDACTED]	
				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. THE CONTACT STATED THAT WHEN THE VEHICLE WAS TAKEN FOR A REGULAR INSPECTION, THE TECHNICIAN NOTICED THE UNDERCARRIAGE OF THE VEHICLE WAS RUSTED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE MECHANIC INFORMED THE CONTACT THAT THE VEHICLE WAS RUSTED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 118,000.					
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)

I had taken this vehicle after paying on it for 18 mos. (I owe till Jan 18). They (mechanics) could not put a sticker on it due to the rust which had ruined it 100%. The mechanic, looked up make, model & year and showed me how it was under a recall for this EXACT issue. I pursued it with Chrysler through many channels, but they deny the I am paying on even though the recall was for 2005-2008 ~~potentially~~ mine was not used for that, it hasn't driven in almost 2 yrs, yet I am still paying on it

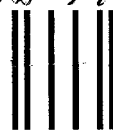
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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US Department of Transportation

National Highway Traffic Safety Administration

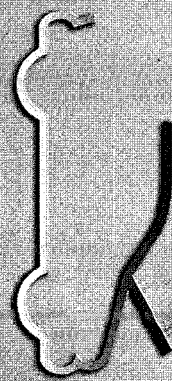
Office of Defects Investigation, NVS-210 NEF-100

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

