

#10881646

CL-10881646-9125

[REDACTED]
Morganville, NJ [REDACTED]
[REDACTED]

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

07/10/16-
update

NHTSA 1088164

JUL 20 2016

I now have pictures of the problem. Chrysler of Freehold NJ took this to forward to Chrysler. Please see the extent of the problem. This case is now a class action suit in OH for 2004-2008 Pacifica.. It appears over 300,000 cars have this problem How is this issue not being addressed!!!!!!!!!!!!!!!!!!!!!!!!!!!! What recourse do I have?

Please advise.

I have filed a complaint with NHTSA and was advised to write to this department by the representative for NHTSA.. As stated in my complaint we took our 2005 Pacifica for a routine maintenance to our local mechanic. Our mechanic called us immediately to ask us to come in. Our frame holding the engine was rusting so badly, that he advised us to not drive the car. He stated that this particular car has had this problem and it is not due to normal usage. He had a similar problem a month earlier on the same make and model. He stated in his thirty-five years of having his garage, Chrysler Pacifica is the only brand that he has seen this problem. Upon going on line we found this issue reported by Channel 6 in Miami. After doing a feature story and follow-up Chrysler finally agreed to repair this car that was out of warranty (probably due to the negative news report). Our story is exactly the same. Our eleven year old car has 85,000 miles and is in good condition. We have had three other Chrysler products that we drove for over 120,000 miles and never experienced this problem. We do not live near water or have ever been in a flood!

The frightening thing about all this is that this problem has been reported by hundreds of Pacific owners in the 2004- 2005 year. This is a fatality waiting to happen. This is a hidden problem and can't be detected unless the car is on a lift and the mechanic is looking at the frame! The rust is on both ends causing the ability of the engine to detach of the frame breaks completely. How has NHTSA neglected to protect the safety of drivers like myself that have experienced this problem. This issue is reported by hundreds of complaints (just like ours), and yet nothing has been done for the consumer. The repair is more expensive than the value of the car. The mileage on the car is nothing! Toyotas go 200,000 miles and never have this problem. I called Chrysler and was treated like an animal!!!!!!!! They appear to know about the problem and seem to discourage you from complaining. The service manager, Brian, at Freehold Chrysler in NJ, stated that he just had the same problem with another customer and Chrysler refused to do anything. This is absurd!! The manufacturer did not coat the frames with sufficient product to prevent this rust on a certain number of cars during the 2004-2005 assembly line; however, they are able to get away without recalling these cars. -purposely done so that the cars are out of warranty and than they argue that I might have been in a flood. Totally fictitious, since my engine is original. The corporate office argued that I might have driven into a boulder. I commented than I would have crashed the car and how would that cause the frame to rot. My car is totally original, never being in n accident, flood, and ever part being original (which they can verify if they check the car. Chrslyer told me they would charge me \$300.00 to inspect the car. Not guaranteeing that they will do anything. (A means to discourage the consumer from pursuing the matter.)This is absurd. They produce a defective product and have the nerve to charge me for an inspection to prove their negligence.

Will it take a fatality before the safety commission takes charge of this problem. It appears that Chrysler will not do the right thing. I was on the phone all day. The sales manager was discouraging me from even bring the car in by stating that another customer just had the same problem and Chrysler refused to do anything. he stated he spent over forty hours fighting with the company and nothing was done. Whether this is true or not I can't say, but he sure doesn't want to attempt helping us. After this being my fourth Chrysler, I will never buy another product from Chrysler of Freehold Chrysler

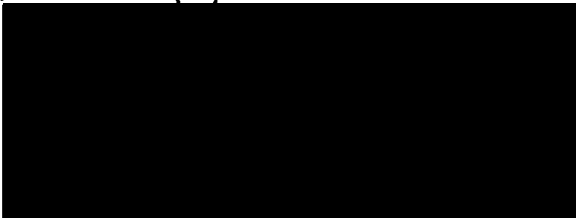
I try to support our American workers, but can not believe how rude and nasty Chrysler Corporate Headquarters spoke to me. The representative stated he would hang up on me when I mentioned the news report about the problem.

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The sales manager stated they (Chrysler) should give me a case number and Corporate stated that the dealer needs to look at it first . They both contradicted each other. WHAT DO I DO? I have no other vehicle. NHTSA should step up to the plate and address this issue. HELP

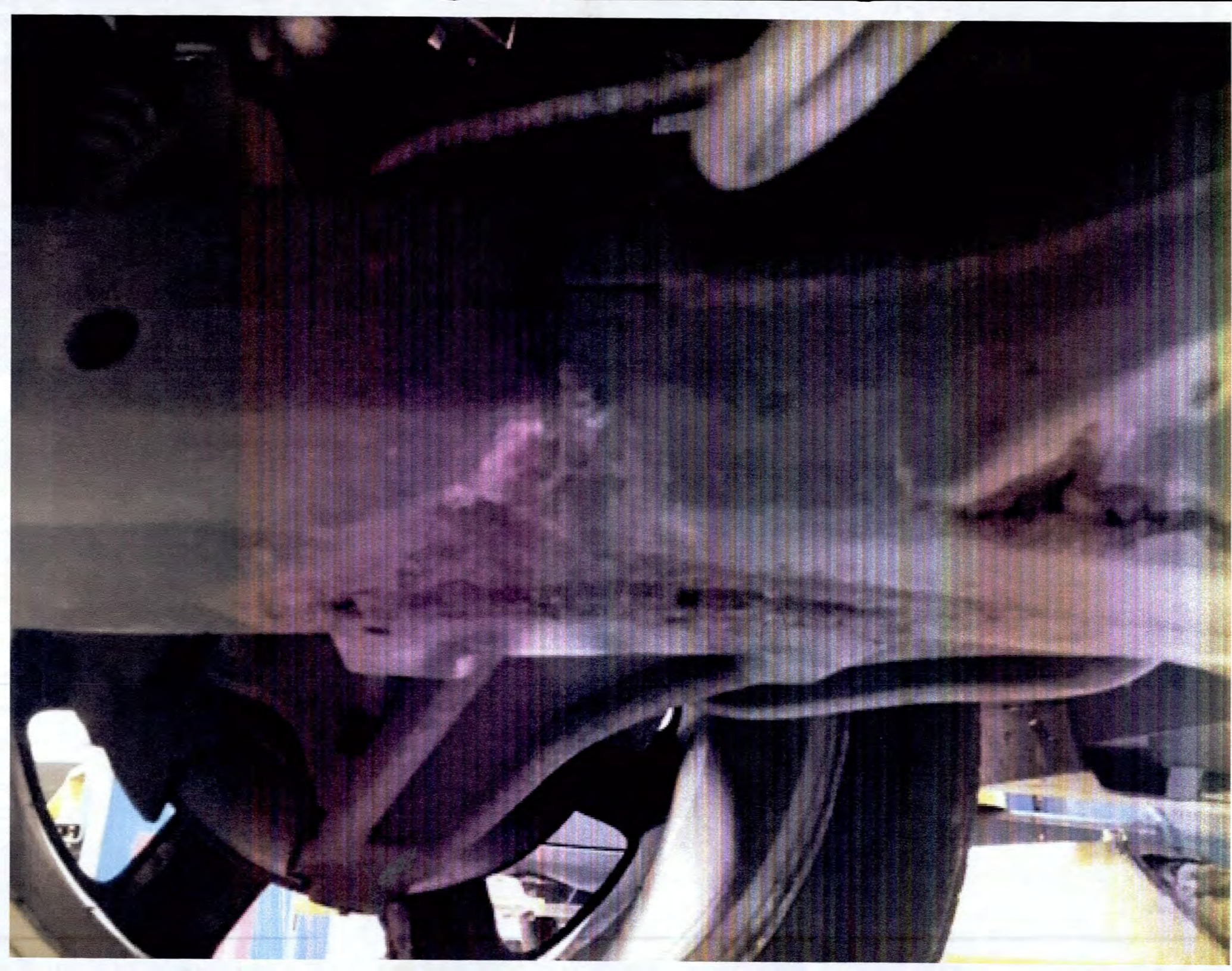
As an update I was just informed at Chrysler Customer Service 1 800 247-9753 (KEELAN) that this issue I am complaining about was extended on their warranties for cars produced in 2004, but not 2005. Obviously there was a problem and Chrysler has failed to take responsibility for their defective product, which expands beyond the 2004. I had a dodge caravan previously with 110,000 miles and never has a rusted frame. I have lived in the same location! I have a 2000 Infiniti and the frame has no rust! Chrysler has opened a case # [REDACTED] That's about all they are doing. Keelan stated that by opening a case number they can see if there is a problem with the 2005's (assuming enough complaints come in and the car is still on the road. Since this is a hidden problem, it is possible there are cars that have the problem and the owners are not aware of it. They are giving me the run around! Protect consumers from these corporations

Sincerely,





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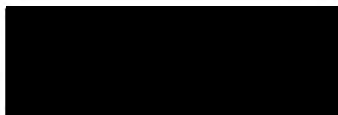




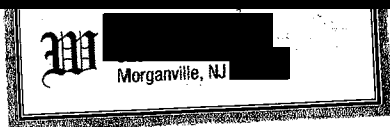


pacific

2005

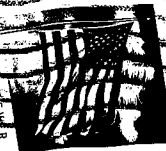


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TRENTON, NJ

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