



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue SE.
Washington, DC 20590

May 18, 2017

[REDACTED]
Morganville, NJ [REDACTED]

NEF-109 nam
Ref. No. 10881646

Dear [REDACTED]

The National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation appreciates the report you provided concerning your model year (MY) 2005 Chrysler Pacifica. Last year our office received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that Fiat Chrysler Automobiles (FCA) issued an extended warranty (Bulletin No. 13-001-12, enclosed). FCA decided to extend the engine cradle warranty 1 year or 150,000 miles, whichever occurs first for certain MY 2004 and MY 2005 Chrysler Pacifica vehicles originally sold or currently registered in salt belt States. You stated that your MY 2005 Chrysler Pacifica is not included in the extended warranty and you are frustrated and want NHTSA assistance to solve your vehicle issue.

Our technical experts review each and every call, letter, and online report of an alleged safety problem filed with NHTSA. Although we have no jurisdiction over defects that are not safety-related, we do review each report that suggests a potential safety defect involving groups of motor vehicles or vehicle equipment. There is no established number of reports that must be filed before NHTSA investigates an issue. In some cases, an investigator from the Office of Defects Investigation may call to clarify information from your report. Unfortunately, the large volume of reports received by the Agency does not permit a return call for each report filed.



As stated above, NHTSA does not get involve in disputes between individual owner, dealers, or manufacture. We have no jurisdiction over vehicle warranty or maintenance repairs. Please note that the issuance of an extended warranty does not necessarily mean there is a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may voluntarily extend the warranty of specific components to address a known problem and to restore customer satisfaction. The enclosed, extended warranty. Your vehicle is included in the extended warranty unless your vehicle exceeds 150,000 miles. We recommend you continue to work with FCA or your dealer for further assistance.

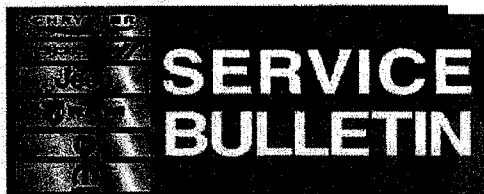
We have enclosed a brochure explaining NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. We recommend using our vehicle identification number (VIN) lookup tool periodically, to access recall information provided by the manufacturer conducting the recall which may not be posted yet on NHTSA's site (www.nhtsa.gov/recalls). We searched the VIN you provided and no open recalls were found as of this date. Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 888-327-4236.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures

**NUMBER:** 13-001-12**GROUP:** Frames & Bumpers**DATE:** March 16, 2012

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 13-001-10, DATED OCTOBER 26, 2010, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDE MODEL YEAR APPLICABILITY AND BUILD DATES.**

NOTE: This only applies to vehicles in the Canadian Market and in salt belt states which include Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia and Wisconsin.

SUBJECT:

Vehicle Vibration and/or Shake X26 (10 Years/150,000 Miles Warranty Extension)

OVERVIEW:

This bulletin involves inspecting the engine cradle for perforation and if necessary replace.

MODELS:

2004-2005 (CS) Pacifica

NOTE: **This applies to vehicles built from February 23, 2004 (MDH0223XX) and through March 31, 2004 (MDH 0331XX).**

SYMPTOM/CONDITION:

The customer may experience a vehicle vibration and/or shake.

DIAGNOSIS:

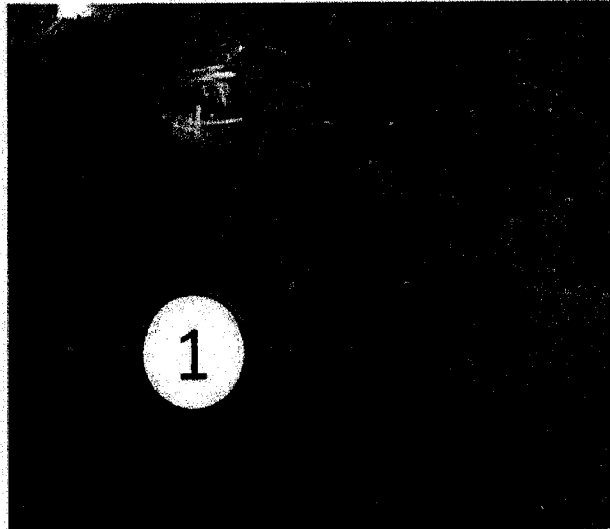
If the symptom condition is experienced proceed to the repair procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1(AR)	CNGZX260AA	Cradle, Front Suspension With Hardware Kit

REPAIR PROCEDURE:

1. Raise vehicle on hoist. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > Lubrication and Maintenance > Hoisting.
2. Inspect the engine cradle for perforation as shown in (Fig. 1). Was there any perforation found?

**Fig. 1 Engine Cradle**

1 - Perforation

- a. Yes >>> Proceed to Step #3.
- b. No >>> Continue further diagnosis this bulletin does not apply.
3. Remove and Replace Cradle, Front Suspension. Refer to the detailed removal/installation procedures available in DealerCONNECT > TechCONNECT under: Service Info > 13- Frames and Bumpers> Frame> Engine Cradle Crossmember> Removal/Installation> Front Crossmember.
4. Return the vehicle to the customer.

POLICY:

Reimbursable within the provisions of the warranty.

Vehicles included in this Service Bulletin have a Warranty Extension for this repair. See Warranty Bulletins; U.S. D-10-34, Canada SAB-2010-29 for details associated with the extended warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
13-30-01-92	Inspect Cradle, Front Suspension Only (A)	0.2 Hrs.
13-30-01-93	Replace Cradle, Front Suspension (A)	4.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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Warranty Bulletin



TO: Dealer Principal, Service Mgr., Sales Mgr., and Warranty Claims Administrator	NO: D-10-34 DATE: March 16, 2012
SUBJECT: (X26) Front Engine Cradle Extended Warranty on 2004-2005 Chrysler Pacifica's (CS) (Revision C)	FOR: Dealers Business Centers

*****Revisions are noted in RED*****

PURPOSE:

To announce a 10 year/150,000 mile Extended Warranty on front engine cradles on select 2004-2005 Chrysler Pacifica's.

NOTE: **This applies to vehicles built after February 23, 2004 (MDH0223XX) and before March 31, 2004 (MDH 0331XX).**

Note: This Warranty Extension applies only to 2004-2005 Chrysler Pacifica's sold to or registered in a Salt Belt State.

The following are considered Salt Belt States:

Connecticut	Massachusetts	Ohio
Delaware	Michigan	Pennsylvania
Illinois	Minnesota	Rhode Island
Indiana	Missouri	Vermont
Iowa	New Hampshire	Washington D.C.
Maine	New Jersey	West Virginia
Maryland	New York	Wisconsin

TIMING:

Effective Immediately

ACTION:

Always check VIP to verify if a vehicle is involved in a Warranty Extension. A vehicle involved in this Warranty Extension will display X26 message in VIP. If not, no further action is required on your behalf.

All technicians should familiarize themselves with **Service Bulletin 13-001-12 dated March 16, 2012** before inspecting or replacing the front engine cradle on referenced vehicles. This Service bulletin has been released to assist all dealers in the proper inspection and replacement of the front engine cradle if necessary.

The Global Claim System (GCS) will only honor the extended warranty coverage on the labor operations numbers referenced in the Service Bulletin.

Refer to Service Bulletin 13-001-12 dated March 16, 2012 for required Part and LOP information.

A generic copy of the customer letter is attached to this bulletin and can also be found in DealerCONNECT > eFiles > Service > Warranty > Glove Box Materials > 2004-2005 > X26 Warranty Extension Customer Letter.

IMPORTANT: Please print and include a copy of this letter in the glove box package of any involved vehicle as noted in VIP that is in your new or used vehicle inventory.

Replacement of the engine cradle should only occur if the front engine cradle exhibits evidence of corrosion resulting in a drivability vibration and/or shake condition. **If the vehicle is operating properly, there is nothing you are required to do.**

ADDITIONAL INFORMATION:

If a customer has already experienced this concern and has already paid to have it repaired, the customer should be advised to send their original receipts and/or other adequate proof of payment to the following address for reimbursement:

Chrysler Customer Assistance
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Customers with questions or concerns about this issue are being asked to contact their dealership. In the event further assistance is necessary, customers should be advised to contact 1-800 Chrysler (247-9753).

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS



VIN: xxxxxxxxxxxxxxxxx
Owner Name
1234 Anywhere St
Anytown, St XXXXX

Dear (Name):

This letter is to inform you that the warranty period on your Chrysler Group LLC Pacifica's front engine cradle has been extended to 10 years or 150,000 miles, whichever occurs first. This engine cradle extended warranty coverage applies to Chrysler Pacifica model years 2004-2005.

We are extending the warranty period on your front engine cradle because some vehicles operated in areas of high road salt usage, may experience engine cradle corrosion resulting in a drivability vibration and or/shake. **If your vehicle is operating properly, there is nothing you are required to do.** If you are experiencing the conditions as described in this warranty extension within the 10 year or 150,000 mile period, simply contact your dealer to have repairs performed. Your dealer will inspect the engine cradle for perforation corrosion on the rear cross car cradle support and replace if necessary.

If you have already experienced this engine cradle concern and have paid to have it repaired, you may be eligible to receive a reimbursement. You may send your original receipts, invoices and/or repair order with adequate proof of payment (copy of the front and back of cancelled check, or copy of credit card receipt, etc.). Please mail to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Chrysler Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday 9:00 AM to 5:00 PM, EST. They can be reached at 1-800-247-9753.

Please keep this letter with your vehicle's other warranty information for future reference if necessary. The warranty extension applies to the above components only; the other terms of your warranty remain the same.

Chrysler is taking this action to demonstrate its commitment to your continued satisfaction.

Chrysler Group LLC