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

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
15-DEC-2016 JAN 2 4 2017	Reference No. 10935481

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City EAST MEADOW	State NY	Zip Code [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	Make	Model	Model Year
2C4GF68405R[redacted]	CHRYSLER	PACIFICA	2005

Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☒	Dealer's City RT-23 N.J.	State N.J. Zip Code	V6 3.5L	Gas

Transmission Type	☑ Antilock Brakes ☑ Cruise Control	Powertrain	Multiple Failure: Engine Cradle Rot	Incident Date(s) 12-DEC-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage 67725	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: 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	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. WHILE THE VEHICLE WAS UNDERGOING ROUTINE MAINTENANCE, IT WAS DISCOVERED THAT THE ENGINE CRADLE WAS COMPLETELY RUSTED. THE DEALER DIAGNOSED THAT THE ENGINE CRADLE NEEDED TO BE REPLACED DUE TO THE RUST. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 67,725.

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

JAY
FAX#516-497-2112
File #[redacted]

MASTERS COLLISION # 2

Commitment To Quality
2090 Hempstead Tpke, East Meadow, NY 11554
Phone: (516) 542-0415
FAX: (516) 794-5266

Workfile ID: [redacted]

Final Bill

RO Number: [redacted]

Customer: [redacted]
PLAINVIEW, NY [redacted]

Insurance:

Adjuster:
Phone:
Claim:
Loss Date:
Deductible:

Estimator: Dean Poupis
Create Date: 12/16/2016

2005 CHRY Pacifica Touring AWD 4D UTV 6-3.5L Gasoline MPI BLACK

VIN: 2C4GF68405R[redacted]
License: [redacted]
State: NY

Interior Color:
Exterior Color: BLACK
Production Date:

Mileage In:
Mileage Out:
Condition:

Vehicle Out:
Job #:

Line	Ver	Operation	Description	Qty	Extended Price $	Part Type	Labor	Type	Paint
1	E01		**FRONT SUSPENSION**						
2	E01	Remove/Replace	Engine cradle	1	1,570.00T	OEM	5.7T	Body	
3	E01	Remove/Replace	Wheel alignment align four wheels			OEM	1.7T	Body	
4	E01	Remove/Replace	BUSHINGS	4	235.80T	Other			
5	E01	Remove/Replace	INSERTS	4	22.00T	Other			

Estimate Totals	Discount $	Markup $	Rate $	Total Hours	Total $
Parts					1,827.80
Labor, Body			75.00	7.4	555.00
Subtotal					**2,382.80**
Sales Tax					205.52
Grand Total					**2,588.32**
Net Total					**2,588.32**

P.P. $100.00 12/16/16

Estimate Version	Total $
Original	2,588.32

Insurance Total $:	2,588.32
Received from Insurance $:	0.00
Balance due from Insurance $:	2,588.32
Customer Total $:	0.00
Received from Customer $:	0.00
Balance due from Customer $:	0.00

PAID
$ 2200.00
total 2300.00
Paid in full
12-30-16
[redacted]

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural