

 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 06-MAR-2017	Repository ☐ Reference No. 10958886
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			
WINSTON-SALEM	NC				
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
2C8GM48L35R			CHRYSLER	PACIFICA	2005
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
				No: Cylinders	
Original Owner	Dealer's City	State	Zip Code		
☐					
Transmission Type:	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			03-JUL-2007	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)				Failure Mileage	Failure Speed
				176000	
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: DOTM49ABC036)	☐ 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. AFTER REFUELING THE FUEL TANK, THE FUEL PUMP FAILED EACH TIME. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE ABS AND CHECK ENGINE INDICATOR KEPT ILLUMINATING, AND THE FUEL PUMP AND FUEL CAP NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 176,000.					
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.					



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

MAY 08 2017

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

After being told by Chrysler my car's defect fell under Recall #14. Have Chrysler Diagnostic Check on car & if the gas pump is defective I would be refunded \$106.00 for diagnostic check & gas tank would be fixed for free even though it could have been repaired previously. Per their Customer Service Rep. Now having problems getting tank replaced. Enclosed are 2 copies of Contact Case #1415212 of Chrysler to No Avail

NHTSA
www.nhtsa.gov

Wednesday, June 15, 2016

Ms. Marietta Cash
BBB of Detroit & Eastern Michigan
26777 Central Park Blvd, Ste. 100
Southfield, MI 48076-4163

Dear Ms. Cash:

I am in receipt of your letter dated April 28, 2016, informing me of your review of my complaint ID [REDACTED] in reference to the Chrysler Group, LLC.

However, during the time you were attempting to get in contact with me, an immediate family member was diagnosed with a terminal illness. We unfortunately lost our grandmother and were unavailable to respond or send a timely response to your letter. It is only now that time has afforded me an opportunity to respond to your response.

Seemingly the May through June has been filled with unintentional family emergencies no one expected nor could have imagined. Our family has had to prepare and travel out of town for the purpose of attending both funerals of my grandmother who died suddenly, then repeat the same weeks later after my grandfather passed away. Once again, our family was met with the grief of having to face another death. Therefore, we had to prepare and travel out of town and repeat the tragic loss of his death.

Per our letter you informed, "Your complaint has been reviewed by the BBB and added to our files regarding consumer experience of a business, where no settlement is requested". In my letter to

Mr. Richard Thornton,
Head of Operations - Corporate Headquarters
Chrysler Group LLC
800 Chrysler Drive
Auburn Hills, MI 48326

Dated December 10, 2015, Mr. Thornton was made aware of the problems associated with my vehicle and the unexpected costs involved. Mr. Thornton was sent a copy of published article listing a variety of vehicles that experience problems with the "Hard to Fill fuel or Fuel Nozzle Shuts Off Repeatedly" in this same letter. (Copy attached for confirmation). Therefore, in an indirect manner, I am requesting a "settlement" with Chrysler by way of a recall of taking the responsibility to fix this defect.

Also attached with this letter is a copy from the State of Michigan's Department of the Attorney General,

Mr. Bill Schuette
State of Michigan Dept. Atty. General
P. O. Box 30213
Lansing, MI 48909
Refer to AG NO: 2015-0127551-A

Dated, January 13, 2016 with an indirect response from Mr. Thornton of the Chrysler Corporation informing; "vehicle is well beyond the parameters of any manufacturer's coverage". A follow up letter from the Michigan's State Attorney dated January 14, 2016, informing; "your positions are in conflict and we regret that this exchange of correspondence has not resolved your matter".

Needless to say, it seems as though the Michigan States Attorney General is protecting the Chrysler Corporation by succumbing to The **PHARO'S OSTRICH EFFECT** by washing his hands of any and all complaints; hoping the problem will just fade away into the sunset. Perhaps, he feels that if he bury his head in the sand by failing to properly investigate and recall these faulty vehicles he can't be held responsible for Chrysler putting faulty parts in cars. We the public automatically assume our cars are safe and built with top quality parts simply because it was built in the USA. After reading about the water problems in Michigan, it is understandable that the State of Michigan Attorney General's reaction to my situation is just another reflection of the lackadaisical and negligent approach towards duties. Favoritism is another thought to deflect another problem away from the State of Michigan.

It is felt and request Chrysler should be an investigation along with a recall for all vehicles listed on the "published" printed report I have attached for the convenience of your review. This report was retrieved via the internet after conducting a search for defects. A former worker of Chrysler informed me of Chrysler's knowledge of this defected part. I have also attached copies of Certified Mailings to Mr. Thornton to verification of my attempts in trying to rectify this issue; has been long standing and disregarded by the Michigan Attorney General and the Chrysler Corporation.

Therefore, I am asking for a settlement from Chrysler. I've asked for them to repair my vehicle and will continue with legal action if necessary.

This letter is to request this investigation be re-opened or reassigned another file number. This is a real complaint with confirmed real defects.

Your attention to this matter is greatly appreciated.

Respectfully submitted, /

[REDACTED]
Winston-Salem, NC [REDACTED]
[REDACTED]

Cc: Michigan Attorney General

Mr. Richard Thornton – Chrysler Corporate Headquarters

Mr. Roy Cooper – NC Attorney General

News Media(s)

Enclosures: Letter to Mr. Thornton – dated December 10, 2015

Chrysler Corporation – dated January 8, 2016

Letter from Michigan's Attorney General – dated January 14, 2016

Letter to Mr. Thornton – April 19, 2016

BBB of Detroit & Eastern Michigan - dated April 28, 2016

Certified Mailings

Vehicle Defect Report

Tuesday, March 28, 2017
Faxed to Penny @ 336 379-5636

Company Name: **Chrysler Daimler Chrysler Corporation (SCAR)**

Phone: 1-800-853-1403

Address: P O BOX 21-8007

Auburn Hills MI 48321

Enter the company's contact information if known: Romario- Customer Recall Specialist

Describe the problem you've had

March 1, 2017 both me and a friend a friend of my [REDACTED] called the Chrysler SCA Recall Information Center, we were connected to Romario who assigned Case Number [REDACTED] to my inquiry. After explaining the longevity of problems experienced with my 2005 Chrysler Pacifica vehicle, Romario assigned a Care Complaint Number of: [REDACTED] to my case and informed me that these problems were covered under Recall Number: F44. I was instructed to take my car to a Chrysler dealership and have a diagnostic test run for approximately \$100.00 and if the same problem is re-diagnosed, this problem would be fixed for free and the \$100.00 or whatever I paid would be refunded to me. Per Romario, even if this problem has been fixed in the past, if the same problem surfaces, Chrysler would just fix the problem again since it is the same problem the car was recalled for in the first place. My mechanic friend informed Romario of the problems and Romario confirmed these problems fall under the recall F44.

After paying to have the diagnostic test run, the same problem surfaced, confirmed by Lenny from the Kernersville Chrysler Dodge, 950 Highway 66 South, Kernersville, NC 27284, (336) 996-4111, Fax (336) 996-8462, Fax (336) 996-8462 that if the SCA Recall Information Center called and gave him permission to fix the problem he would. After returning home, I called the Chrysler SCA Recall Information Center, (800) 853-1403 and reached "Shaneka 3/3/2017, gave the needed information and was transferred to another Customer Care Representative named "Randy", who called the dealership to confirm the diagnostic test had been performed. After which, I was able to contact Romario again who inquired of a supervisor. This supervisor informed this recall was over 10 years old and all the costs will be my responsibility. However, prior to calling 2wants to know and speaking with Penny today, per Ashley Customer Service Agent for Chrysler SCA Recall Information Center (as of 9:51 am 3/28/2017, after explaining the situation and referring for Recall Number 44, she informed me of there being no expiration on recalls. This information will be faxed today along with a copy of this complaint to: PENNY AT Fax Number: (336) 379-5636.

Action Requested

Assist in having all associated problems defined in Recall Number F44 completed per Chrysler's recall.

* Tuesday, April 19, 2016

Mr. Richard Thornton
Head of Operations
Corporate Headquarters
Chrysler Group LLC
Clms [REDACTED]
800 Chrysler Drive
Auburn Hills, MI 48326

Re: Letter to Attorney General of Michigan
Mr. Bill Schuette (January 14, 2016)

Dear Mr. Thornton:

This letter is to inform you of the greatest disappointment in referencing your direct response to Mr. Bill Schuette, State of Michigan's Attorney General after sending your response directly to him and ignoring me the consumer, who's experiencing a manufacture's defect.

Per my Certified Return Receipt letter to you, dated December 10, 2015, to inform your company of the problem currently being experienced with my Chrysler 2005 Pacifica when attempting to put gas in it. Per one of your former employees, I was informed of this being a known defect from the factory. Since I'm not a mechanic, he felt it would be well worth my time to write to you.

However, after writing to you, you directed your response to Mr. Bill Schuette's, and not to me; the Complainant. This represented a blatant lack of concern and disrespect. My indirect response was received via a third party individual. This is viewed as your being extremely unprofessional and rude with a blended passive aggressive attitude with avoidance behavior; by disregarding valued customer service through the lack of effective communication and the absence of a gratuitous CEO who is seemingly out of touch with the consumer. Do you have any intent to rectify or investigate the problem with my 2005 Chrysler Pacifica directly addressed to you?

Today is Tuesday, April 19, 2016, and still no direct response has been sent to me. Furthermore, I have owned many cars and have never experienced a problem such as this. Never have I received correspondence in such an indirect, cold and avoidant manner

Needless to say, it wasn't my **"dissatisfaction with the 2005 Chrysler Pacifica she purchased used"**, per your letter to Mr. Schuette's I expressed concern over in my letter to you. Many used vehicles are purchased "used" which doesn't negate a recall or defects. Namingly:

Toyotas, Fords and Volvo for one reason or another; just to name a few. Yes, Mr. Thornton, it was purchased used and through a reputable fleet.

In various situation, many vehicles that are *"well beyond the parameters of any manufacturer's warranty coverage"* that can be repaired via a Manufacturer's

Per your letter, *"at the age and mileage this vehicle has accrued"*, does not explain nor lend an explanation into the current situation. Though, isn't your response the likely or expected response one should automatically assume will be the outcome that, "all repair costs associated" with my complaint would be my responsibility?

You're direct and immediate attention to this letter will be greatly appreciated. Better yet, I'll send you my *well beyond the parameters of any manufacturer's warranty coverage* for a new 2016.

Respectfully,

A large black rectangular redaction box covering the signature of the sender.

Winston-Salem, NC 

Cc: State of Michigan's Attorney General
BBB
News Channel

Service™
MAIL® RECEIPT
 Visit our website at www.usps.com
OFFICIAL USE

0132 02

\$2.70
 \$0.00
 \$0.00
 \$0.00
 \$0.00

Postmark Here

04/22/2016

Ford VP OR CEO
 999 OAKMONT PLAZA DRIVE
 STE 360
 WEST MONT, IL 60559

PSN 7530-02-000-9047 See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Ms. Sandra Ford or CEO
 VP (VICE PRESIDENT)
 999 OAKMONT PLAZA DRIVE
 STE 360
 WEST MONT, IL 60559



9590 9402 1415 5329 8711 81

2. Article Number (Transfer from service label)

7015 0640 0003 2470 2683

PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X *Sandra Ford* ☐ Agent ☒ Addressee

B. Received by (Printed Name)

Sandra Ford 4-20-16 ☐ Date of Delivery

D. Is delivery address different from item 1? ☐ Yes ☒ No
 If YES, enter delivery address below:

3. Service Type

- ☐ Adult Signature
- ☐ Adult Signature Restricted Delivery
- ☐ Certified Mail®
- ☐ Certified Mail Restricted Delivery
- ☐ Collect on Delivery
- ☐ Collect on Delivery Restricted Delivery
- ☐ Insured Mail
- ☐ Insured Mail Restricted Delivery (over \$500)
- ☐ Priority Mail Express®
- ☐ Registered Mail™
- ☐ Registered Mail Restricted Delivery
- ☐ Return Receipt for Merchandise
- ☐ Signature Confirmation™
- ☒ Signature Confirmation Restricted Delivery

Domestic Return Receipt

Service™
MAIL™ RECEIPT
 No Insurance Coverage Provided
 Visit our website at www.usps.com
OFFICIAL USE

0132 02

\$2.70
 \$0.00
 \$0.00
 \$0.00
 \$0.00

Postmark Here

04/22/2016

Thornton - CEO Chrysler
 800 Chrysler Drive
 Auburn Hills, MI 48326

See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Mr. Richard Thornton
 Head of Operations; CEO
 800 Chrysler Drive
 Auburn Hills, MI 48326



9590 9402 1808 6074 2120 72

2. Article Number (Transfer from service label)

7009 3410 0000 4284 3782

PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature

Bob Jensen ☐ Agent ☒ Addressee

B. Received by (Printed Name)

Bob Jensen APR 9 4 2016 ☐ Date of Delivery

D. Is delivery address different from item 1? ☐ Yes ☒ No
 If YES, enter delivery address below:

3. Service Type

- ☐ Adult Signature
- ☐ Adult Signature Restricted Delivery
- ☐ Certified Mail®
- ☐ Certified Mail Restricted Delivery
- ☐ Collect on Delivery
- ☐ Collect on Delivery Restricted Delivery
- ☐ Insured Mail
- ☐ Insured Mail Restricted Delivery (over \$500)
- ☐ Priority Mail Express®
- ☐ Registered Mail™
- ☐ Registered Mail Restricted Delivery
- ☐ Return Receipt for Merchandise
- ☐ Signature Confirmation™
- ☒ Signature Confirmation Restricted Delivery

Domestic Return Receipt

Thursday, December 10, 2015

Mr. Richard Thornton
Head of Operations
Corporate Headquarters
Chrysler Group LLC
Clms [REDACTED]
300 Chrysler Drive
Auburn Hills, MI 48326

Dear Mr. Thornton:

Enclosed is a copy of a problem that I've been experiencing with my 2005 Chrysler Pacifica for the past year.

I have asked if there has been a recall for problems associated with the gas tanks on the 2005 Chrysler Pacifica. The problem is the gas tank and the gauge that registers the amount of gas in the car. It takes more than 15 minutes to put \$10.00 of gas in the car. It spites back the gas on you and registers half full with \$10.00 and 3/4th full with \$20.00. It is stressful when traveling long distances because one never knows the amount of gas that is actually in the tank.

After going to the Chrysler Dealership here in Winston-Salem, NC, I was informed that I would have to pay a fee, leave my car and pay for the repair once my care is taken apart; which is a problem since I need my car for transportation to and from work. Secondly, I'm on a very strict budget and is in awe that this is a manufacturer's defect of which I will have to pay.

After calling your Customer Service Line, I was instructed to take the Chrysler dealership my car and get it estimated because nothing can be done until the problem is estimated. Therefore, I have enclosed the printed information of the car's fuel/gas tank etc and appreciate your attention and immediate response.

Sincerely,

[REDACTED]
Winston-Salem, NC [REDACTED]
[REDACTED]

Cc: MI Attorney General

Enclosure: Fuel Delivery/Air Induction 2005 Chrysler Pacifica



January 8, 2016

State of Michigan
Department of the Attorney General
Mr. Bill Schuette
P.O. Box 30213
Lansing, MI 48909

DEPT. OF THE ATTORNEY GENERAL
JAN 13 2016

CONSUMER PROTECTION
DIVISION

Re:

Your File: [REDACTED]

Customer: [REDACTED]

Our File: [REDACTED]

VIN: 2C8GM48L35R [REDACTED]

Dear Mr. Schuette:

This will acknowledge your letter dated December 23rd, 2015, regarding the customer referenced above.

Naturally, we were sorry to learn of [REDACTED] dissatisfaction with the 2005 Chrysler Pacifica she purchased used. We appreciate the opportunity to look into this matter.

This vehicle is well beyond the parameters of any manufacturer's warranty coverage. There are no current recalls on the vehicle. At the age and mileage this vehicle has accrued, any diagnosis and repair costs associated with the complaint would be the owner's responsibility.

Thank you for bringing this to our attention.

Sincerely,

J. Susalla

J.S. Susalla
Special Investigations
586-274-8171

JSS/sk

Kernersville

CHRYSLER • DODGE • JEEP • RAM

950 HIGHWAY 66 SOUTH
KERNERSVILLE, NORTH CAROLINA 27284
PHONE 336-996-4111
FAX 336-996-8462
www.kernersvillechryslerdodgejeep.com

CUSTOMER NO	ADVISOR LENNY	1029	TAG NO B853	INVOICE DATE 03/03/17
	LABOR RATE	LICENSE NO	MILEAGE 176,934	COLOR SILVER/
WINSTON SALEM, NC	YEAR/MAKE/MODEL 05/CHRYSLER/PACIFICA/5DR WGN FWD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 2C8GM48L35R		SELLING DEALER NO	PRODUCTION DATE
	FTE NO	PO NO	R.O. DATE 03/03/17	REPRINT# 1
BUSINESS PHONE	COMMENTS			

MO: 176934

LABOR & PARTS	TECH(S)	INTERNAL	DESCRIPTION	PRICE
3# 1 1010H716 MULTI POINT INSPECT (Multi-point inspection according to maintenance interval) COMPLETED-SEE ATTACHED COPY	1010	INTERNAL		0.00
JOB # 1 TOTAL LABOR & PARTS 0.00				
3# 2 33CHG01 GENERAL CONCERN THE CHECK ENGINE LIGHT IS ON FOUND CODES P0457 LOOSE FUEL CAP ,P0325 KNOCK SENSOR,FOUND NEED BOTH FUEL PUMP,NEEDS FUEL CAP CUSTOMER DECLINED AT THIS TIME	1010			99.95
JOB # 2 TOTAL LABOR & PARTS 99.95				
3# 3 12CH722 TRIP C/S THE WHEN FUELING THE PUMP JUST KEEPS SHUTTING OFF REALTED TO LINE 2	1010	INTERNAL		0.00
JOB # 3 TOTAL LABOR & PARTS 0.00				
3# 3 30CH701 TRIP C/S THE ABS LIGHT WILL COME ON AND STAY SOMETIMS FOUND NEEDS LH FRONT AND LH REAR WHEEL SPEED SENSOR CUSTOMER DECLINED AT THIS TIME	1010	INTERNAL		0.00
JOB # 4 TOTAL LABOR & PARTS 0.00				
TOTALS				

PAYMENT METHOD		TOTAL LABOR . . . 99.95		
☐ CASH ☐ CREDIT CARD		TOTAL PARTS . . . 0.00		
☐ CHARGE ACCT# []		TOTAL SUBLET . . . 0.00		
☐ CHECK CK NO. []		TOTAL G.O.G. . . . 0.00		
		TOTAL MISC CHG. . . 0.00		
		TOTAL MISC DISC . . 0.00		
		TOTAL TAX 6.75		
		TOTAL INVOICE \$ 106.70		

****THANKS FOR YOUR BUSINESS****				

CUSTOMER SIGNATURE _____

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 01:35pm

11
Cone

[Vehicle » Powertrain Management » Fuel Delivery and Air Induction » Technical Service Bulletins » All Technical Service Bulletins » Fuel System - Difficult Fuel Fill/Nozzle Shuts Off](#)

SEARCH [Advanced](#)

2005 Chrysler Pacifica V6-3.8L VIN L

☐ Save Article

Select Print Option

NUMBER: 14-001-09 REV. A

GROUP: [Fuel](#)

DATE: September 1, 2009

THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 14-001-09, DATED APRIL 15, 2009, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS.

SUBJECT:

Hard To Fill With Fuel Or Fuel Nozzle Shuts Off Repeatedly

MODELS:

2004-2008	(CS)	Pacifica
2009	(DS)	Ram Truck (1500)
2007 - 2009	(DH)	Ram Truck (1500/2500 Pick Up)
2004 - 2009	(DR)	Ram Truck (1500 / 2500 Pick Up)
2005 - 2009	(HB)	Durango
2007-2009	(HG)	Aspen
2005 - 2009	(ND)	Dakota
2009	(JC)	Journey
2007 - 2009	(JK)	Wrangler
2007 - 2009	(J1)	Sebring (China CKD)
2007 - 2009	(JS)	Sebring/Sebring Convertible/Avenger
2006 - 2009	(K1)	Cherokee (CKD)
2007 - 2009	(KA)	Nitro
2008 - 2009	(KK)	Liberty
2008 - 2009	(KK)	Cherokee (International Markets)

- a. No >> proceed to Step # 4
- b. Yes >> Inform the customer to idle the vehicle for 60 to 90 seconds upon stopping if vehicle was driven aggressively. This is due to the fact that on the LX/LE/LC/L2 the fuel tank is a unique saddle tank design and needs 30 to 60 seconds while the engine is running to level the fuel in both half's of the fuel tank. Allowing the vehicle to idle for this amount of time will let the fuel pump transfer fuel to the left side tank, opening the control valve and allowing normal fuel filling.
4. Disconnect the vapor recirculation tube at the fuel tank.
5. Attempt to refill fuel tank.
6. Does tank refill properly?
 - a. Yes >> Proceed to Step # 7
 - b. No >> Proceed to Step # 11.
7. Reconnect the vapor recirculation tube at the fuel tank.
8. Disconnect the other end of the vapor recirculation tube at the fuel filler tube.
9. Attempt to refill fuel tank.
10. Does tank refill properly?
 - a. Yes >> Replace fuel filler tube.
 - b. No >> Replace the vapor recirculation tube.
11. Disconnect the control valve to EVAP canister tube at the fuel tank.
12. Reconnect the vapor recirculation tube at the fuel tank.
13. Does tank refill properly?
 - a. No >> Replace Fuel Tank.
 - b. Yes >> Proceed to
14. Reconnect the control valve to EVAP canister tube at the fuel tank.
15. Disconnect the control valve to EVAP canister tube at the EVAP canister.
16. Attempt to refill fuel tank.
17. Does tank refill properly?
 - a. Yes >> Blockage is in the EVAP Canister, or ESIM, or Clean air hose (ESIM vent hose), or filter. Diagnose appropriately.
 - b. No >> Replace the control valve to EVAP canister tube.

POLICY:
Information Only

Disclaimer:

This bulletin is supplied as technical information only and is not an authorization for repair.

Date Complaint Filed: 07/18/2006

Component(s): FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP | POWER TRAIN:TRANSFER CASE (4-WHEEL DRIVE) | SEATS:FRONT ASSEMBLY:POWER ADJUST

Crash: No

Fire: No

Number of Injured: 0

Number of Deaths: 0

Problem(s):

During the last week of june, I was ordered to have a pump that seemed to be 20% of the same kind. The problem would not start right away when I first attempted to start it after it had been sitting over night. It would restart when I took my foot off of the gas pedal and it would restart. As the gas pedal would drop to empty as soon as the tank was down to five-eighths full, the problem went away as soon as I filled the tank but the next week it happened again when the tank got down to five-eighths. I called the dealer to make an appointment to have it looked at and the earliest they could take it was june 21st. The problem got much worse by the time the 21st came around. Every time I came to a stop the engine would stall. It would start back up if the car was parked there, but if it was on a downhill incline it would not start at all. I called the dealer on june 21st and they said they would have it fixed by june 21st. I called them that day and said the part was back ordered, but they should have it in a day or two. Well, today is july 18th and my car is still at the dealer waiting for a part. Evidently the pacifics have a primary fuel pump and a jet pump. So many of the cars have had this problem (there are hundreds of complaints listed on edmunds.com forum) that evidently they can't keep up with the demand for these pumps. I filed a complaint with the chrysler customer assistance center on july 11th. I don't know if it has done any good, but they do call the dealer each time I call them while they have me on the phone. I am trying to be patient because I love this car, but this is getting ridiculous. It is also having a new power seat memory module installed because both power seats stopped working and it had a new transfer case installed because of a clicking/clunking noise in the front end during turns. [REDACTED]

USPS Tracking®
Search or Enter a Tracking Number

Customer Service >

Have questions? We're here to help.



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Tracking Number: [REDACTED]

Updated Delivery Day: Saturday, December 19, 2015

Product & Tracking Information

Postal Product:

First-Class Mail®

Features:

Certified Mail™

Return Receipt

See tracking for related item: [REDACTED]

Available Actions

December 18, 2015, 3:17
pm

Delivered

AUBURN HILLS, MI 48321

Your item was delivered at 3:17 pm on December 18, 2015 in AUBURN HILLS, MI 48321.

December 18, 2015, 12:08
pm

Available for Pickup

AUBURN HILLS, MI 48321

December 18, 2015, 11:04
am

Arrived at Unit

AUBURN HILLS, MI 48326

December 17, 2015, 1:45
pmDeparted USPS Destination
Facility

PONTIAC, MI 48340

December 16, 2015, 11:53
pmArrived at USPS Destination
Facility

PONTIAC, MI 48340

December 16, 2015, 1:52
pmArrived at USPS Destination
Facility

DETROIT, MI 48233

December 13, 2015, 1:03
amDeparted USPS Origin
Facility

GREENSBORO, NC 27498

December 12, 2015, 9:30
pmArrived at USPS Origin
Facility

GREENSBORO, NC 27498

December 12, 2015, 5:28
pm

Departed Post Office

WINSTON
SALEM, NC 27103December 12, 2015, 5:15
pm

Acceptance

WINSTON
SALEM, NC 27103

Track Another Package

Tracking (or receipt) number

Track It

Manage Incoming Packages

Track all your packages from a dashboard.
No tracking numbers necessary.

Sign up for My USPS >



U.S. Postal Service
CERTIFIED MAIL RECEIPT
 (Domestic Mail Only; No Insurance Coverage Provided)

AUBURN HILLS, MI 48326

Postage	\$3.45
Certified Fee	\$2.80
Return Receipt Fee (Endorsement Required)	\$0.00
Restricted Delivery Fee (Endorsement Required)	\$0.00
Total Postage & Fees	\$0.71

0142
9

Postmark
Here

12/12/2015

Sent To: *Richard Thornton Chrysler Hdqtr*
 Street, Apt. No., or PO Box No. *800 Chrysler Drive*
 City, State, ZIP+4 *Auburn Hills, MI 48326*

PS Form 3800, January 2001

See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
Mr. Richard Thornton #00
Corp. Headquarters
800 Chrysler Drive
Auburn, MI
48326

2. Article Number

(Transfer from service label)

7001 2510 0003 0809 4477

PS Form 3811, February 2004

Domestic Return Receipt

102595-02-M-1540

COMPLETE THIS SECTION ON DELIVERY

A. Signature

Bob Jensen

☐ Agent

☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

Bob Jensen
 D. Is delivery address different from item 1? ☐ Yes
 If YES, enter delivery address below: ☐ No



3. Service Type

☐ Certified Mail

☐ Express Mail

☐ Registered

☐ Return Receipt for Merchandise

☐ Insured Mail

☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

CENTER CITY
200 TOWN RUN LN
WINSTON SALEM
NC

27101-9998
3687170130

07/21/2016 (800)275-8777 12:02 PM

Product Description	Sale Qty	Final Price
---------------------	----------	-------------

USPS Dom MC	1	(\$90.00)
(Money Order # [REDACTED])		

Total		(\$90.00)
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Cash		(\$90.00)
------	--	-----------

Order stamps at usps.com/shop or call 1-800-Stamp24. Go to usps.com/clickship to print shipping labels with postage. For other information call 1-800-ASK-USPS.

Get your mail when and where you want it with a secure Post Office Box. Sign up for a box online at usps.com/poboxes.

All sales final on stamps and postage
Refunds for guaranteed services only
Thank you for your business

HELP US SERVE YOU BETTER

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Go to:
<https://postalexperience.com/Pos>

840-5270-0035-003-00009-10779-02

or scan this code with
your mobile device:



or call 1-800-410-7420.

YOUR OPINION COUNTS

Bill #: [REDACTED]
Clerk: 05

U.S. Postal Service CERTIFIED MAIL RECEIPT

(Domestic Mail Only; No Insurance Coverage Provided)

DETROIT, MI 48202

Postage	\$3.45
Certified Fee	\$0.00
Return Receipt Fee (Endorsement Required)	\$0.00
Restricted Delivery Fee (Endorsement Required)	\$0.00
Total Postage & Fees	\$4.16

0142
9

Postmark
Here

12/12/2015

Separate
Street, Apt. No.
or P.O. Box
City, State, ZIP+4
Tally Bill Schuedde - MI Duty Fed.
Chalmers Place 10th Floor
3030 W. Grand Blvd. Ste 100-200
PS Form 3800, January 2001 See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

Article Addressed to:

Mr. Richard Thornton
 AD of Operations; CEO
 800 Chrysler Drive
 Auburn Hills, MI 48326



9590 9402 1808 6074 2120 72

2. Article Number (Transfer from service label)

7009 3410 0000 4284 3782

PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature

- ☐ Agent
☐ Addressee

B. Received by (Printed Name)

Bob Jensen

C. Date of Delivery

APR 26 2016

D. Is delivery address different from item 1? ☐ YesIf YES, enter delivery address below: ☐ No

3. Service Type

- ☐ Adult Signature
☐ Adult Signature Restricted Delivery
☐ Certified Mail®
☐ Certified Mail Restricted Delivery
☐ Collect on Delivery
☐ Collect on Delivery Restricted Delivery
☐ Insured Mail
☐ Insured Mail Restricted Delivery (over \$500)
- ☐ Priority Mail Express®
☐ Registered Mail™
☐ Registered Mail Restricted Delivery
☐ Return Receipt for Merchandise
☐ Signature Confirmation™
☒ Signature Confirmation Restricted Delivery

Domestic Return Receipt

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

MS. Sandra Ford OR CEO
 VP (Vice President)
 999 OAKMONT PLAZA DRIVE
 STE 360
 WESTMONT, IL 60559



9590 9402 1415 5329 8711 81

2. Article Number (Transfer from service label)

7015 0640 0003 2470 2683

PS Form 3811, July 2015 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature

B. Received by (Printed Name)

Jackie Rydz 4-26

C. Date of Delivery

D. Is delivery address different from item 1? ☐ YesIf YES, enter delivery address below: ☐ No

3. Service Type

- ☐ Adult Signature
☐ Adult Signature Restricted Delivery
☐ Certified Mail®
☐ Certified Mail Restricted Delivery
☐ Collect on Delivery
☐ Collect on Delivery Restricted Delivery
☐ Insured Mail
☐ Insured Mail Restricted Delivery (over \$500)
- ☐ Priority Mail Express®
☐ Registered Mail™
☐ Registered Mail Restricted Delivery
☐ Return Receipt for Merchandise
☐ Signature Confirmation™
☒ Signature Confirmation Restricted Delivery

Domestic Return Receipt

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT

(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

AUBURN HILLS, MI 48326

OFFICIAL USE

Postage \$3.30

Certified Fee \$2.70

Return Receipt Fee (Endorsement Required) \$0.00

Restricted Delivery Fee (Endorsement Required) \$0.00

Insured Mail \$1.15

Total Postage & Fees \$8.15

04/22/2016

Sent To Mr. Richard Thornton - CEO Chrysler

HEAD OF OPERATIONS

Street, Apt. No., or PO Box No.

800 Chrysler Drive

City, State, ZIP+4

Auburn Hills, MI 48326

PS Form 3800, August 2006

See Reverse for Instructions

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com

WESTMONT, IL 60559

Certified Mail Fee \$3.30

Extra Services & Fees (check box, add fee to postage)

- ☐ Return Receipt (hardcopy) \$2.70
☐ Return Receipt (electronic) \$0.00
☐ Certified Mail Restricted Delivery \$0.00
☐ Adult Signature Required \$0.00
☐ Adult Signature Restricted Delivery \$0.00

Postage \$1.57

Total Postage and Fees \$7.57

Sent To MS. Sandra Ford - VP OR CEO

HEAD OF OPERATIONS

Street and Apt. No., or PO Box No.

999 OAKMONT PLAZA DRIVE STE 360

City, State, ZIP+4

Westmont, IL 60559

PS Form 3800, April 2015 PSN 7530-02-000-9047

See Reverse for Instructions

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits. 1. Article Addressed to: <i>Mr. Richard Thorlton. HCO Corp. Headquarters 800 Chrysler Drive Auburn, MI 48326</i>	A. Signature <i>Bob Jensen</i> ☐ Agent ☐ Addressee B. Received by (Printed Name) <i>Bob Jensen</i> C. Date of Delivery <i>DEC 18 2004</i> D. Is delivery address different from item 1? ☐ Yes ☐ No If YES, enter delivery address below:  3. Service Type ☐ Certified Mail ☐ Express Mail ☐ Registered ☐ Return Receipt for Merchandise ☐ Insured Mail ☐ C.O.D. 4. Restricted Delivery? (Extra Fee) ☐ Yes
2. Article Number 7001 2510 0003 0809 4477 (Transfer from service label)	
PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540	

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

OFFICIAL USE

Postage \$ \$3.45 Certified Fee \$0.00 Return Receipt Fee (Endorsement Required) \$0.00 Restricted Delivery Fee (Endorsement Required) \$0.00 \$0.71 Total Postage & Fees \$ \$4.16	0142 9 Postmark Here 12/12/2015	
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Sent To *Mr. Bill Schuedde - MI Duty Gen*
 Street, Apt. No. *Chrysler Place 10th Floor*
 City, State, ZIP+4 *3030 W. Grand Blvd Ste 100-260*

PS Form 3810, January 2001

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

OFFICIAL USE

Postage \$ \$3.45 Certified Fee \$2.80 Return Receipt Fee (Endorsement Required) \$0.00 Restricted Delivery Fee (Endorsement Required) \$0.00 \$0.71 Total Postage & Fees \$ \$6.96	0142 9 Postmark Here 12/12/2015	
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Sent To *Richard Thorlton Chrysler Hdqtr*
 Street, Apt. No. *800 Chrysler Drive*
 City, State, ZIP+4 *Auburn Hills, MI 48326*

PS Form 3810, January 2001