

INFORMATION ACT (EOIA) 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		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 21-MAR-2017 MAY 10 2017	
				Repository ☐	
				Reference No. 10967491	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
KINGSTON		OH			
Zip Code					
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	
2C4RC1EG9HR		CHRYSLER		PACIFICA	
Model Year		Engine:		Fuel Type:	
2017		No: Cylinders			
Date Purchased		Dealer's Name and Telephone Number			
6/10/2016		HERRNSTEIN CHRYSLER			
Original Owner		Dealer's City		State	
☐		Chillicothe		OH	
Zip Code		45601			
Transmission Type		Antilock Brakes		Powertrain	
		☒ Cruise Control		Multiple Failure:	
				Incident Date(s)	
				01-AUG-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 120000 LIGHTING (PWS), 117000 DIGITAL INSTRUMENT PANEL				Failure Mileage	
				Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
BSW ALL SEASON		235/65 R17		235/65 R17	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment		Failure Location:	
		☐ Prior Repair			
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		NONE	
				NONE	
				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 2017 CHRYSLER PACIFICA. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE INSTRUMENT PANEL FAILED TO ILLUMINATE AND THE READING LEVEL FAILED TO FUNCTION. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE COULD NOT BE DUPLICATED. THE FAILURE OCCURRED ON SEVERAL OCCASIONS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN.					
DEALER HAS NOT BEEN ABLE TO CORRECT THIS PROBLEM. SINCE AUG. 2016 HAVE HAD THIS VEH TO DEALERS FOR DIFFERENT PROBLEMS APPROX. 6-7 TIMES.					
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 to 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)

DRIVING FROM CLEVELAND (OHIO) ALL DASH LIGHTS WENT
BLACK - LOST SIGNAL LIGHTS - BLIND SPOT AND CROSS
PATH DETECTION - BLINKERS ON MIRROR - NOT BEEPING
TO ALERT APPROACHING CAR - ONLY LIGHTS WE HAD WERE
HEAD LIGHTS - DOES NOT AUTOMATIC DIM ON APPROACHING
VEHICLES - DASH LIGHTS GO OUT THEN COME BACK ON AT DIFFERENT
DO NOT FEEL SAFE WHEN DRIVING THIS CAR - NEVER
WHAT WILL GO WRONG AGAIN.

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

COLUMBUS
OH 430
01 MAY '17
PM 6 L



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NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST CLASS MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, 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**



Voice Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

