



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

December 13, 2017

[REDACTED]
Houston, TX [REDACTED]

NEF-109 am

Ref. No. 11046750

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2017 Chrysler Pacifica. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding 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 vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to front automatic door locks, including manual locking procedures in MY 2017 Chrysler



Pacifica vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a recall. We recommend that you refer to your owner's manual for the front door lock procedure on your vehicle. You can also contact Fiat Chrysler Automobiles for further assistance.

The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

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.gov or call the Auto Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



Randy Reid, Chief

Correspondence Research Division

Office of Defects Investigation

Enforcement