

 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 07-DEC-2017		Repository ☐ Reference No. 11053359 FEB 13 2018	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State	Zip Code	Evening Telephone Number	
MACHESNEY PARK		IL			
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	
2C4RC1EG4H		CHRYSLER		PACIFICA	
Model Year		Engine:		Fuel Type:	
2017		No: Cylinders		GAS	
Date Purchased		Dealer's Name and Telephone Number		State	
8-15-17		BRUDEN MOTORS		WI	
Original Owner		Dealer's City		Zip Code	
☐		BELOIT		53511	
Transmission Type		Antilock Brakes		Powertrain (STANDARD)	
Auto		☒		Multiple Failure:	
☒ Cruise Control		9 SPEED AUTOMATIC		Incident Date(s)	
				07-SEP-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				Failure Mileage	
				2300	
Failure Speed					
HIWAY SPEEDS					
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: 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		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 2017 CHRYSLER PACIFICA. WHILE TRAVELING DOWNHILL WITH THE CRUISE CONTROL ACTIVATED, THE VEHICLE INDEPENDENTLY ACCELERATED. IN ADDITION, THE CONTACT STATED THAT THE VEHICLE WOULD DOWN SHIFT TWO GEARS AND THE RPMS WOULD INCREASE 2,000. THE VEHICLE WAS TAKEN TO BRYDEN MOTORS INC (548 BRAD ST, BELOIT, WI 53511) WHERE THE FAILURE WAS DUPLICATED AND THE DEALER STATED THAT THE VEHICLE WAS FUNCTIONING AS DESIGNED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER STATED THAT THE ISSUE WAS NORMAL AND DID NOT OFFER ASSISTANCE. THE APPROXIMATE FAILURE MILEAGE WAS 2,300.					
THIS WAS NEVER A PROBLEM W/ 2015 CHRYSLER TOWN & COUNTRY BRYDEN MOTORS STATED THE PROBLEM IS FREQUENT IF NOT COMMON! ADDITION DOCUMENTATION N/A AT THIS ADDRESS. (OVER)					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ADDITIONALLY: WITH CRUISE CONTROL ACTIVATED SPEED CONTROL IS AS EXPECTED. "CRUISE" DOESN'T ALWAYS RELEASE AS IT SHOULD. AT STEEPER DOWNHILL INCLINES TRANSMISSION DOWNSHIFTS TWO GEARS - R.P.M'S INCREASE BY 2000 rpm's pulling the car 6-9 mph faster than speed setting before releasing AND GOING INTO NORMAL AS EXPECTED; VEHICLE CONTROL. CHRYSLER CALLS THIS NORMAL. I'VE TESTED OTHER VEHICLES ON THE SAME HILL @ SAME SPEED. SOME HAVE THE PROBLEM WHILE SOME DO NOT. OTHERS I'VE TALKED TO HAVEN'T EXPERIENCED THE ISSUE USE ADDITIONAL SHEETS IF NECESSARY AND ARE UNAWARE

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



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**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**



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