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From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: ODI Complaint 11066625 Shifter out Park Position Problem
Date: Tuesday, February 27, 2018 2:56:15 PM
Attachments: [NHTSA Shifter to Park Problem Documents.pdf](#)

From: DataQuality, DataQuality (NHTSA)
Sent: Tuesday, February 27, 2018 2:53 PM

Subject: FW: ODI Complaint 11066625 Shifter out Park Position Problem

Questionnaire

From: [REDACTED]
Sent: Tuesday, February 27, 2018 1:26 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint 11066625 Shifter out Park Position Problem

To Whom it May Concern

See attachment with updated Vehicle Owner's Questionnaire and additional doc's of owner complaints.

Thank You For Your Assistance

[REDACTED]



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

02-FEB-2018

Repository ☐

Reference No.
11066625

OWNER INFORMATION (Type or Print)

Name

Address

City

BALTIMORE

State

MD

Zip Code

Daytime Telephone Number

CELL

E-mail Address

Evening Telephone Number

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

2C3AA53G15H

Make

CHRYSLER

Model

300

LIMITED

Model Year

2005

Date Purchased

2005

Dealer's Name and Telephone Number

ANTWERPEN 410-788-2973

Engine:

No. Cylinders

3.5L V6 DOHC 24V 89

Fuel Type:

Original Owner

☒

Dealer's City

CATONSVILLE

State

MD

Zip Code

21228

Transmission Type

RWD
4A SHORT

☒ Antilock Brakes

☒ Cruise Control

Powertrain

100000

Multiple Failure:

Incident Date(s)

19-APR-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

101000

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: DOTM19ABC036)

☐ 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 300. WHEN STARTING THE VEHICLE, IT WAS DIFFICULT TO SWITCH OUT OF THE PARK POSITION. THE CONTACT STATED THAT THE FAILURE OCCURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO THE DEALER (ANTWERPEN CHRYSLER JEEP, 6440 BALTIMORE NATIONAL PIKE, BALTIMORE, MD 21228), BUT THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 101,000.

NOTE: THERE WAS A RECALL #05V460000 POWERTRAIN that is the OPPOSITE of my problem. COMPONENT ALSO THERE ARE NUMEROUS YOUTUBES CONCERNING THIS ISSUE (SHIFTER WILL NOT COME OUT OF PARK).

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.

[FIAT-CHRYSLER UPDATE](#)

[FCA REVISES SALES REPORTING POST FRAUD ACCUSATION](#)

[CHRYSLER 300](#)

[JEEP GRAND CHEROKEE](#)

[DODGE CHARGER](#)

[JEEP](#)

[DODGE](#)

[CHRYSLER](#)

[NHTSA INVESTIGATION](#)

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Here's how it works:

Anybody can ask a question

Anybody can answer

The best answers are voted up and rise to the top

Can't move Chrysler 300M gear selector out of park

I got into my car this morning and couldn't move it from park after I started it. I can't change the gear at all. I can move the wheel, though. I've tried to wiggle it but haven't forced it because I don't wanna cause any damage.

What can I do to fix this problem?

transmission automatic-transmission shifting

edited Mar 1 '13 at 18:38



22.2k 7 61 141

asked Mar 1 '13 at 15:46



123 1 2 7

What car is it? [redacted] Mar 1 '13 at 16:36

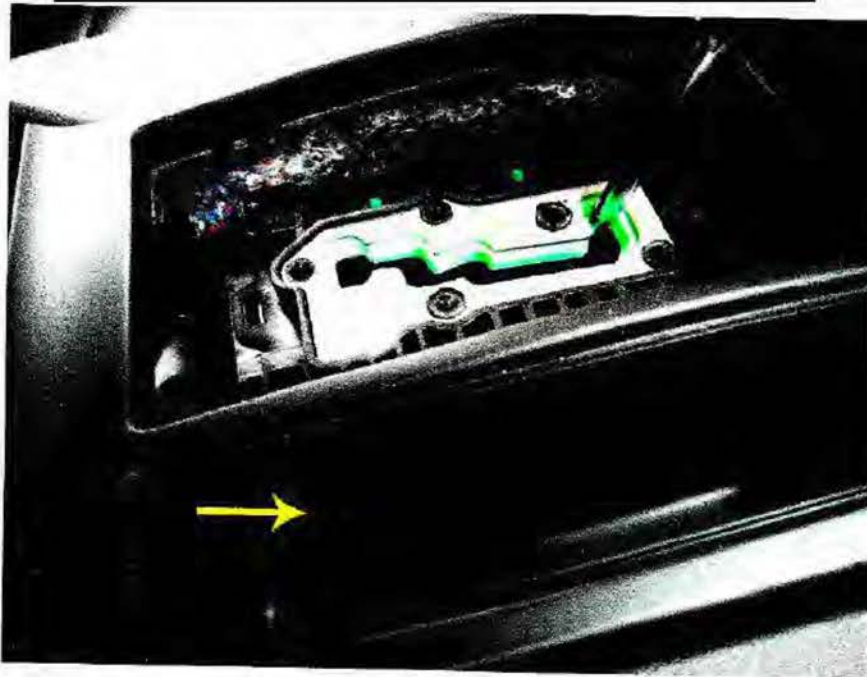
Chrysler 300M 1999 - [redacted] Mar 1 '13 at 16:50

5 Answers

My wife had a similar problem with her Outback at one point. There is a shift lock preventing the lever from moving out of park when you press the brake.

First, check to see if you can just unlock the shift lock mechanism. There's an excellent set of illustrations here:

[http://\[redacted\]](http://[redacted])



Note, that site also recommends a replacement part for the problem. It apparently works wonders for some.



<

>

There's a solenoid that needs to be activated to allow you to shift from park. Generally this solenoid is only energized when you depress the brake pedal (there may be other requirements as well).

When you step on the brake pedal, do the brake lights go on? If not, you've likely got a faulty brake switch.

If the brake lights work, then it could be the shift lock solenoid itself that has gone bad, or is stuck.

answered Mar 1 '13 at 18:35

4,753 3 12 34

Chrysler 300, dismantle plastic pieces around shifter, you need Phillips two screws forward top under thin cover, take whole thing out, now you see side of gear selector mount, toward u you see cable behind that "pink thing" get screw driver behind that nudge forward, E break on!..with other hand get her out of park while nudging pink thing forward, that is a lock and it is useless anymore, peace:-)

answered Feb 13 '14 at 20:07

1

Right hand, side of shifter, forward there's cable connect, behind that is pink thing - user6970 Sep 13 '14 at 20:05

Same thing just happened to my wife's 2005 Chrysler 300 LTD. Search a "K39 Recall". Chrysler should fix for free!! (Aug. 2015)

answered Aug 3 '15 at 19:33

The K39 recall does not apply to this person's car, as the recall affects 2005-2007 Chrysler Charger, Challenger, and 300M. While the recall does not apply, the fix may help the OP. Aug 3 '15 at 21:36

This works for me great. Easy to follow.

Part One

[https://](#)

Part Two

[https://](#)

answered Apr 9 '16 at 15:20

protected by Community ♦ Oct 6 '16 at 15:17

Thank you for your interest in this question. Because it has attracted low-quality or spam answers that had to be removed, posting an answer now requires 10 reputation on this site (the association bonus does not count).

Would you like to answer one of these unanswered questions instead?

Car Questions

RepairPal is your advocate for car care advice and guidance



Questions / Chrysler / 300 / 2007 Chrysler 300 / Gear stuck in park

Gear stuck in park (2007 Chrysler 300)

 in Hum  TX on January 01, 2010



Stuck in park, gear wont get out of park

[Sign in to Answer](#)

Thank



Report



Displaying **16** answers & **51** comments

Popular Answer 

Visitor on June 21, 2010

This is VERY VERY common in Chrysler 300, and Chrysler should do a defect & recall about this problem. BUT Chrysler doesn't sell this part alone, they sell the whole Shifter Box for over 200 dollars. But a small hook spring is all you need.
Procedure is as follows:

1 Break down that center console! if you need to move the car immediately to get home or to your garage or shop then its not a problem if you have a few tools, start popping the trim off the shifter assy, pull up and out on the small storage compartment to the right of the shifter, this will uncover a small pink lever (which Chrysler says will get you at least on the road but may not work), but you need to go deeper! Take out the rubber mat directly under the ash tray and cigarette lighter, this will expose two philips head screws, undo them, move through trim with a flathead and keep prying trim off until you have the shifter assy visible, if your shift knob is giving you problems, try sliding the very bottom chrome plastic trim down then the knob up as you spread the white plastic at the base of the leather.

2 Ok your down to the shifter, now with the key in and the car running press and hold the pink lever on the right side of the shifter, there is also second pink part(this is the cheap piece of crap that has you doing what your doing) on the front of the shifter assy, press this pink part as well and as always with your foot on the brake try to shift, you should be in good shape, now to limp back to your proper repair facility of choice (your house) Shift into drive and only reverse if you need to, when you park leave in neutral and hit the parking brake, do not shift into park!

Sign in to reply



Visitor on June 1 2010

Sign in to reply



Visitor on June 1 2010

I tried this but now my car is stuck in Drive with the engine turned of.....any suggestions

Sign in to reply



Visitor on June 1 2010

Had the same thing happen to me last week. Filed a complain withe www.safercar.gov and the National Highway Traffic Safety Administration in the hopes that they can start a product recall and get Chrysler to take responsibility for this manufacturers defect! Lets all get behind this!!!!!!!!!!!!!!

Sign in to reply



Visitor on July 0  2010

I am behind this 100%

[Sign in to reply](#)



Visitor on July 1  2010

I have a 2007 sebring touring car 29,000 miles locked in park today.....just bought it friday at an dui auction...

[Sign in to reply](#)



Visitor on July 2  2010

can u please post the info for the dui auction ... our 2008 sebring is having the same problem with the gear stuck in par and we may need a new car!

[Sign in to reply](#)



Visitor on July 2  2010

Reply - Anonymous, July 09, 2010, 10:37

HEADS UP ALL this happened to me on the 4th of July. I have been doing battle with Chrysler and the dealer ship EVERY day since. I was just informed this morning that a notice was sent to dealers at 2:15 pm on July 8th that a recall is being made on 2007-2008 Chrysler Sebring and Dodge Avenger (possibly the 300 as well) because of this problem!

Reply - Anonymous, July 26, 2010, 16:07

Update to recall--Round 2: Spoke with Chrysler today about the recall information I received, the girl didn't know anything about it and said my money couldn't be refunded until I had a date of recall or the actual letter. She also said the dealerships are usually notified before they are so they can prepare for the "business" serge. Supposed to talk to service manager tomorrow! Will keep u updated.--First post July 9th

[Sign in to reply](#)



 on  August 25, 2010

yeah i have a 05 chrysler 300 50,000 miles and my car is locked in park! i have a warrenty! and chrysler is not trying to take resposability for it! i have had the car 4 months! what the!@#\$ what should i do?? can i fix it by myself??

Sign in to reply



Visitor on September 02, 2010
yes easy fix

Sign in to reply



on January 01, 2010

Make sure that your Brake Lights work ok, because it is the Brake Light Switch that triggers the Park Position Solenoid.

Sign in to reply



Visitor on June 2010

watz up reagarding on my breaks light they do turn on but the gear break its still stuck

Sign in to reply



on June 08, 2010

Same problem here... Same model, same year. Just happened today! Have you found a solution?

Sign in to reply



Visitor on June 2010

Same here. Same model year 2006. It happened yesterday. Have you found the solution????

Sign in to reply



the "business" serge. Supposed to talk to service manager tomorrow! Will keep u updated.---First post July 9th

Sign in to reply



██████████ on August 02, 2010

Got metal replacement part from Billet the other day, now just have to get the whole center taken apart to get the gear box out thats the hard part...When you buy the part they send you a step by step picture and word download...part and shipping around \$56. PARK LOCK OUT MECHANISM. Had nothing to do with break lights.

Sign in to reply



Visitor on August 03, 2010

you tube shows you how to do it for the 300c. my wifes is stuck at work right now. until we find out where to tow it. my 300 has the same problem, but ive been hittin it with my fist and jerking it around. and it comes out. but my wifes sebring wont budge. i sure would like to know if i got a recall letter...

Sign in to reply



██████████ on August 04, 2010

You don't have to hit it with your fist. Just stick a long screwdriver through the square hole just above the shift gear knob, not where the rubber surround is but above that after you take off the silver chrome plate surrounding the shift knob of course. line the screw driver up with the little cable you will see down in there about 3 inches push that to the left and pull your shifter knob to the right. Until you get it fixed or buy the part from Billet . com. put your car in neutral, put on the foot brake turn the key off, then move the gear shift up into reverse, lock car, that simple. Remember you have to step on the break to start the car and take the foot break off. I made a little card board deal to stick into the shift diagram so I don't keep putting it into park when I go places and then have to pull out the ole screwdriver over and over. But the screwdriver maneuver only take about 20 seconds. So if you want to put it in park every time do it. I'm still looking for someone to put my Park lock out mechanism in my car for me. Its to hot here in AZ to sit in the car for an hour taking all the bolts off the center console. Oh forgot to add if you are going to put the part in yourself take a precaution to take the positive battery cable off your battery. There is a sensor that could go off and cause your airbags to deploy, could

[REDACTED] on September 02, 2010

Looks like I might of jumped the gun. I bought a aluminum part to replace the pink dealie, but if its only a spring I needed why are they selling the metal parts at billet.com? for \$50 bucks? My metal thing has no hole for spring? oh boy.....

Sign in to reply



Visitor on September 03, 2010

Should have a small hook on top if not take your pink one and drill a small hole through that and run a small zip tie through it and attach the spring through the hoop

Sign in to reply



[REDACTED] on August 31, 2010

Just Fixed my yesterday there is a spring attached to a plastic peice inside the gear box that breaks it is common in chryslers I have a 300, I pulled up the center counsel removed the gear box, drilled a hole in the pink cheap plastic peice attached the spring back on with a zip tie and ready to go, Note: chrysler will not sell you the pink peice they will make you buy the whole gear box for over \$200 if you want them to install it now your looking at \$4-500. took me 2 hours i can probably do it in an hour now hehehe

Sign in to reply



Visitor on September 20, 2010

TEMPORARY SOLUTION WORKS LIKE A CHARM. This just happened to me and I want to help you guys out. All the stuff about that pink plastic piece is!@# Here's what you have to do. Turn your car on. Keep foot on brake. Remove the silver plate from gear box. Look at the top upper left corner. You will see a cable. Stick a screwdriver in there to the right side of the cable and push it toward the drivers side door. At the same time move the gear outta park. Kind of sucks to do this everytime but Im not stranded anymore :) Good luck everyone.

Sign in to reply



Visitor on October 21, 2010

All the stuff about the pink plastic piece is not !@# I had to take my console apart and I am waiting on a new piece to replace the cheap pink plastic part that broke. I am replacing it with an aluminum piece so that I nor my daughter are stranded again. In the mean time yes my console is torn apart and I have to push the pink plastic piece over so that the car will go into gear.

Sign in to reply



Visitor on November 02, 2010

For those of you who have had your gear get stuck in park, I suggest complaining to Daimler-Chrysler. Apparently, this is a very common and expensive problem. I drive 06 300C and it just happened to me about 2 weeks ago. It cost me over \$300 to have a spring replaced in the gear box. I feel if enough Chrysler/Dodge owners complain about this problem, the manufacturer will have to do a recall and/or refund us our monies spent. Chrysler 800-247-9753.

Sign in to reply



Visitor on November 02, 2010

Hi everyone, drove my car for months without being able to put it in park or I would of been stuck and had to of pulled out the screw driver and released the cable every time. I finally bit the bullet and had it fixed, it took them about 2 hours from start to finish, since they had never done one before they had to print out info on their computer. They charged me \$179. I had bought the part from Billet made out of aluminum. The mechanic never did find the spring so they had to buy one at the hardware store, and sure enough the hole were the spring had attached to the pink plastic thing was busted right through! This new one wont break guarantee it. Now that I'm forced to sell my Chrysler due to Bankruptcy the next person who buys it will never know the madness behind the park lock out dilemma! lo [REDACTED]

Sign in to reply



Visitor on November 27, 2010

Just happened to me on my 2005 Sebring. I called the number (800-247-9753) and selected the vehicle complaint line and was surprised that I waited 1 minute and they answer. I gave them my VIN # they created and they gave me a the local Dealership number. The Chrysler service dude said it's about \$175 to get it fixed. BUT of course, he's not sure that's what it is until he looks at it. I'll be back to give you the final price.

Sign in to reply



Visitor on November 28, 2010

I discovered one thing thats interesting. After I got my Park lock out problem fixed my key started getting stuck in the ignition? I knew it had to do with having my PLOM fixed because it was to much of a coincidence being that that never happened before. It happens when you don't get the shift knob exactly in the park position correctly. One day I had to turn the key and start the car over and over again, because the key was not budging. Then I took the Chrysler out of gear a few times and put it back in park, on about the fourth time when I slipped the shift knob into the park position and slid it over hard to the left I heard a distinctive stretching bong sound of a spring. After that I've had no more problems with the key getting stuck. So my theory is the new spring that they had to buy at the hardware store to replace the one that was never found for my park lock out Mechanism was to tight and needed to be stretched. I'll bet thats why the old plastic deal breaks from the constant over pull of the factory spring against plastic after a while it pulls right through like they told me mine had at the repair shop. If the factory spring had just a little more give to it I'll bet Chrysler would of never had this problem in the first place.....The plastic part in there reminded me of a empty scotch tape dispenser in pink of course. Its probably the only thing they let the one female engineer create. LOL.

Sign in to reply



on November 28, 2010

thanks for the advice guys; this is very helpful; i would like to keep my car for a long time because i really love the car; the style fits me; going to call the dealership tomorrow

Sign in to reply



on August 06, 2010

same problem

Sign in to reply



Visitor on August 1, 2010

The same thing happened to me yesterday 08/31/10 on my Magnum 2005. After doing some research on the issue I found it is extremely common on all the models made by Chrysler and Dodge from 2004 and to 2008. I am extremely surprised that it has not been made in to a recall. The guy from the TOW TRUCK company told me that he tows at least 1 or 2 cars with this problem every day. I even bought the extended guarantee from DODGE to cover the car for 5 years or 100,000 miles and guess what they do not cover this problem so because a little 50 cents spring and a CHEAPO plastic part that keeps failing and now the StILER (DEALER) wants \$450 to replace it with the same faulty CHEAPO plastic part.

Can we get together and get CHRYSLER - DODGE to make it a recall. I am placing my complaint in safecar.gov

Sign in to reply



Visitor on September 02, 2010

Same thing w/ me. 2006 Chrysler 300 stuck in "Park" and luckily it happened in my own driveway. I only have 13,955 miles on that car and what a pain to have to deal with. Had to have it towed to the dealer and they replaced the Shifter Assembly and as w/ everyone else, the spring disconnected from the cheap plastic part. The tow truck pulls up and the guy gets out he says "don't tell me the car is stuck in park" I replied okay then I won't. He too says that they pick up at least 2 cars a day with the same problem. My extended warranty company cannot believe that Chrysler has not added the recall to the 300 series as the shifter assembly is all the same part in different models. They did say though that the recall should be coming soon. Keep your receipts and hopefully everyone can get their money reimbursed.

Sign in to reply



Visitor on September 02, 2010

this is an easy fix do not pay dealer cost. read my post below

Sign in to reply



Visitor on September 09, 2010

Same thing just happened to our 2006 300C. We had to have it towed for \$75.00 out of our garage, then pay \$350.00 for a whole new gear shifter box, when only the plastic pink piece was broken. Shame on you Chrysler for being

Sign in to reply



[REDACTED] on August 02, 2010

What year is your 300? I don't know if calling the dealership will help if the car is 5 years old already.....

Sign in to reply



Visitor on August 04, 2010

2007 - called the dealership they told me sorry out of warranty and not covered. I called chrysler directly they are reviewing the claim I explained its a pretty wide spread problem from reading on the web. If they decline, I will ask for there legal departments contact info and try to pursue a class action for a default in part provided by the manufacturer.

Sign in to reply



Visitor on August 05, 2010

2 days ago my 2006 Chrysler 300 C was stuck in park in the middle of a shopping center lot on a hot AZ day. It took 2 hrs for the tow truck to arrive. When it did, the driver stated that this is the problem he gets calls for most with Chryslers. He said so much so that he carries a special tool to get them out of park. He said it is a little plastic piece that breaks. At the dealership I was the 3rd car that day with the same problem. The cashier stated it happens everyday and she wished Chrysler would do a recall. It was expensive to repair since the car was out of warranty. They put in a new gear shifter with the plastic piece. They can't just replace the plastic piece. They told me this could happen again and it was under warranty for 12 months. I contacted www.safercar.gov and filed a complaint.

Sign in to reply



[REDACTED] on August 18, 2010

Chrysler does not make the part, they replace the whole gear shifter. But www.billet.com sells a metal one that will never break again. You only have to replace that part not the whole darn gear box....Part cost me around \$50. Comes with down loadable blow by blow instructions. Youtube even has a vidio of a guy putting a new one in himself.

Sign in to reply



2witchy on May , 2014

Had the same problem. I fixed it myself and found the answer to the problem. It is the pink plastic piece in the gear shifter. It is called (Shift interlocking latch) Go to youtube has a picture on replacing and fixing your gear shifter and the shifter interlocking latch too. Way cheaper to replace the pink plastic piece that broke. It was less than 40.00 dollars at Advance Auto Parts.

Sign in to reply



 on July , 2015

Thank you for that advice about the name "shift interlock latch"... I found a replacement part on Amazon.com from a company called Dorman:



Honestly, the dealer sucks trying to sell a whole new shifter just to fix a broken plastic part. SHAME ON THEM!!!!

Sign in to reply



Visitor on September 09, 2010

50 cent part disables 27K car. Good thing I had the extended coverage. Pink spring loaded safety stop POS broke. Had to remove the center console and use a flat head screw driver to get the car into drive. Once you have the console remove it is the pink plastic device on the left side forward. Move it forward with a screw driver, this allows the shifter to move into drive.

Sign in to reply



Visitor on September 09, 2010

Been driving mine now for months without putting it into park. I just move the cable with a screw driver if I forget and put it in park. I can't afford to have it fixed right now. So I'm waiting for the weather to cool off in Arizona and will fix it myself. I bought a aluminum one from billet.com so it will never break, but if its the spring that is breaking thats a whole new ball game.