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FCA.USA.Lemon.2018

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Erie Pa

FCA US C
800 Chrysler Drive
Auburn Hills MI 48326-7922

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Humes Chrysler Jeep Dodge
1010 Rte 19 North
Waterford Pa 16441-9736

VIN: 2C4RC1BG6HR

Dear Fiat Chrysler,

I'm writing to you, Humes CJDR & NHTSA to try to correct problems with my 2017 Pacifica. Only problem is, I don't know what the problem is, only the symptoms

Make no mistake here, Humes, the local dealer, has knocked themselves out trying to determine the nature of the problem(s), but, again, they cannot track down a specific source of any of the problems & there have been no recall programs noted for any of the specific problems we have experienced.

All I do know is that when I drive this vehicle, I experience an unknown, unexpected, violent jerking of the vehicle, often at a dangerous time, such as pulling out into traffic, or turning a corner from a stop sign. Humes personnel even rode along with me behind the wheel, trying our best to replicate the issues after their tech was not able to reproduce the problems when the tech, alone, drove the vehicle.

Unfortunately, even that was insufficient to replicate the issues. It is a miracle that we made it thru the winter without sliding into other vehicles, or being rear ended when it suddenly stopped, jerked, or otherwise did something unexpected & unpredictable, in the midst of traffic somewhere.

What I do know is that if this issue is not resolved there are going to be serious, severe repercussions when (one or more of) these vehicles cause injury, death or destruction due to these flaws, whatever they are.

Every day, this vehicle tosses us around with it's sudden, herky-jerky operation, right in the middle of traffic or while accelerating. Why?

You need to find an answer to these unexplained stops, jerks, or whatever the heck is going on with this vehicle.

HELP!!!!!!!!!!!!!!!!!!!!!!!!!!!!

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Unfortunately, these are not the only issues we've experienced with this vehicle. In December, I was stuck in snow around the corner from my house, and I was thinking maybe the road just wasn't cleared enough for me to try to drive through.

Nope!!! My "automatic" emergency brake had actually locked my rear wheels; that was why I got stuck & couldn't move, my rear wheels were not rotating at all, they were locked up!!! The vehicle had to be towed into the Humes service center. The emergency brake control had activated & would not release normally. Humes had to release the brakes in their shop.

I turned off the "Park Sense" feature because it seemed to be too "sensitive." When I would back into my garage, it deemed my garage door opening to be an "unsafe obstruction" and applied the brakes!!! It seems that the safety features never seem to work when they should, but only when they shouldn't? What good are safety features that don't work when they're supposed to work??????

But, every time since then, when I've tried to re-activate the Park Sense feature, it will not activate, no matter what the owners' manual tells me to do. This is a very scary vehicle; it seems to do whatever it shouldn't do, whenever it wants to. Whatever it should do, it won't do. Weird, isn't it?

I do not try to use the "Automatic Emergency Brake" anymore because I'm concerned it may lock up again, unexpectedly, without warning. There was never any clear causation as to what locked up the brakes in the first place.

Occasionally, when remotely activated, the power lift-gate will beep, indicating it is about to open, but it will only budge slightly, then settle back down, without opening. When I repeat the operation, then it will usually open properly. Why? There is nothing physically interfering with the tailgate. It does not matter how it is activated, it may malfunction either way it is activated.

I am at a loss to explain why my vehicle does what it does, or doesn't do, let alone to predict when it will happen again, or even what actually happened.....

THIS IS NOT ACCEPTABLE!!!

1. jerking, suddenly, while operating vehicle;
2. tailgate (remote operation), intermittent;
3. emergency brake (Automatic Emergency Brake), iffy;
4. Parksense feature, non-functional;
5. Emergency brake locks up, disabling vehicle;
6. What is next???



CC: NHTSA

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