



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

FOR AGENCY USE ONLY 100148

Date Received 31-JUL-2018 OCT 15 2018	Repository ☐ Reference No. 11114989
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OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	Email Address
Address					
City	PORTAGE	State	IN	Zip Code	
				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 2C4GF68415R		Make CHRYSLER	Model PACIFICA	Model Year 2005
Date Purchased 01/13/11	Dealer's Name and Telephone Number Connor Chrysler 219-926-7100		Engine: No: Cylinders 6	Fuel Type: REGULAR
Original Owner ☐	Dealer's City	State	Zip Code	
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain AWD	Multiple Failure:	Incident Date(s) 31-JUL-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 161100 STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS	Failure Mileage	Failure Speed
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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
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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 PACIFICA. THE CONTACT RECEIVED NOTIFICATION FOR AN UNKNOWN MANUFACTURER RECALL CONCERNING THE STRUCTURE; HOWEVER, THE PARTS TO DO THE RECALL REPAIR WERE UNAVAILABLE. THE DEALER (CONNOR CHRYSLER DODGE JEEP RAM, 701 E PORTER AVE, CHESTERTON, IN 46304, 219-926-7100) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE UNAVAILABLE FOR THE RECALL REPAIR. THE MANUFACTURER WAS CONTACTED, BUT OFFERED NO ASSISTANCE. THE CONTACT STATED THAT THE CRADLE FRAME UNDER THE VEHICLE WAS RUSTED. THE FAILURE MILEAGE WAS UNKNOWN.

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)

TOOK MY CAR FOR OIL FAILURE LIGHT - AUTO REPAIR SHOP
WOULD NOT WORK ON MY CAR BECAUSE THEY SAID MY SADDLE
MOTOR SUPPORT WAS ROTTED OUT NAME OF SHOP IS
PORTAGE TIRE & AUTO - 3520 SCOTSDALE ST
PORTAGE, IN 46368 - PH. 219 762 0405

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

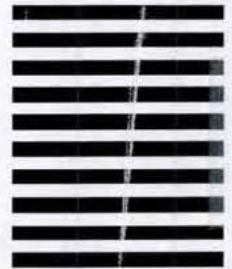
IL 604

10-SEP '18

PM 4 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

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**



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