

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Change to report
Date: Monday, September 10, 2018 9:55:18 AM
Attachments: [Screenshot_2018-09-07-21-32-39.png](#)

From: DataQuality, DataQuality (NHTSA)

Sent: Monday, September 10, 2018 9:54 AM

Subject: FW: Change to report

Complaint

From: [REDACTED]
Sent: Friday, September 07, 2018 9:38 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Change to report

After cruise control recall software update installed on my car mid July 2018, my car's cruise control no longer works like it did...my car now accelerates going downhill (small hills) by about 5-6 mph and while its rpms go up to around 4...my car remains in this high rpm like it is stuck and can't shift gears for 15-30 sec...was able to reproduce for dealer (Brighton Chrysler)...I had a field rep from Chrysler come out to drive my car..he agreed it did not seem right..so he said he needed to take it to his higher ups to figure out if this was the intended outcome of the recall or if there is a problem...He never got to take it further because Chrysler received my papers for lemon law (for other issues)..I was informed by Chrysler they had to close my cases due to legal proceedings...I have never driven a car where cruise control speeds up to maintain speed.

Sent on a Sprint Samsung Galaxy Note® 3

 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		Repository ☐					
				14-AUG-2018		Reference No. 11119849					
OWNER INFORMATION (Type or Print)											
Name				Daytime Telephone Number		E-mail Address					
Address											
City		State		Zip Code		Evening Telephone Number					
MILFORD		MI									
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					
2C4RC1EG6HR				CHRYSLER		PACIFICA					
Model Year		Engine:		No: Cylinders		Fuel Type:					
2017											
Date Purchased		Dealer's Name and Telephone Number									
Original Owner		Dealer's City		State		Zip Code					
☐											
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:					
		☐ Cruise Control				Incident Date(s)					
						07-AUG-2018					
FAILED COMPONENT(S)/PART(S) INFORMATION											
Vehicle Component Codes: 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL, 185000 VEHICLE SPEED CONTROL: CRUISE CONTROL						Failure Mileage					
						18000					
						Failure Speed					
						25					
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: DOTMAL9ABC036)		☐ 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		Number of Deaths					
☐ Yes ☒ No		☐ Yes ☒ No				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 DRIVING BETWEEN 25-50 MPH WITH THE CRUISE CONTROL ACTIVATED AND TRAVELING UP AN INCLINE, THE REVOLUTIONS PER MINUTE INCREASED EXTREMELY HIGH. ADDITIONALLY, THE GEARS FAILED TO SHIFT AND SUDDENLY DOWNSHIFTED. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (BRIGHTON CHRYSLER DODGE JEEP RAM, 9827 E GRAND RIVER AVE., BRIGHTON, MI 48116, (810) 229-4100) WHERE THE VEHICLE WAS AWAITING TO BE DIAGNOSED AND REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED CASE NUMBER: THE FAILURE MILEAGE WAS 18,000.											
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.											