



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 ☐
10-OCT-2018	Reference No. 11139446
NOV 16 2018	
Daytime Telephone Number	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name			
Address			
City	MOYOCK	State	NC
Zip Code			

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 2C4RC1BGXHR		Make CHRYSLER	Model PACIFICA	Model Year 2017
Date Purchased 9-8-18	Dealer's Name and Telephone Number Hall Chrysler Dodge Jeep RAM (855) 544-8545		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner ☒ N	Dealer's City Chesapeake	State VA	Zip Code 23321	
Transmission Type	☒ Antilock Brakes	Powertrain V6	Multiple Failure: Yes	Incident Date(s) 9/22/18 and 09-OCT-2018
	☒ Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS)	Failure Mileage 44000	Failure Speed ~30
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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 0	Number of Deaths 0	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 2017 CHRYSLER PACIFICA. WHILE DRIVING 30 MPH, THE VEHICLE STALLED AND THE "SHIFT TO PARK CHECK ENGINE" WARNING INDICATOR ILLUMINATED. THE CONTACT ALSO MENTIONED THAT THE VEHICLE LOST COMPLETE POWER AND THE CLOCK NEEDED TO BE RESET. THE CONTACT ALSO MENTIONED THAT THE FAILURE RECURRED WHILE AT A STOP LIGHT. THE VEHICLE WAS ABLE TO RESTART. THE VEHICLE WAS TAKEN TO HALL CHRYSLER DODGE JEEP RAM CHESAPEAKE (3353 WESTERN BRANCH BLVD, CHESAPEAKE, VA 23321, (855) 544-8545) WHERE THE CONTACT WAS INFORMED THAT THE SYSTEM NEEDED TO BE UPDATED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN TO A LOCAL AUTO SHOP WHERE THE CONTACT WAS INFORMED THAT THE WIRING HARNESS WAS BURNT, BUT IT WAS NOT DETERMINED IF THAT CAUSED THE FAILURE. THE VEHICLE WAS REPAIRED AGAIN. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 44,000.

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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.