



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 ☐

24-OCT-2018

Reference No.

11142344

DEC 11 2018

OWNER INFORMATION (Type or Print)

Name

Address

City

BEAVER FALLS

State PA

Zip Code

Daytime Telephone Number

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

2C4RC1BG3HR

Make

CHRYSLER

Model

PACIFICA

Model Year

2017

Date Purchased

11/05/2017

Dealer's Name and Telephone Number

Beaver County Chrysler Dodge Jeep Nissan

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Beaver Falls

State

PA

Zip Code

15010

Transmission Type

☐ Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

Multiple Failure:

1

Incident Date(s)

24-OCT-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 070000 FUEL SYSTEM, GASOLINE, 100000 POWER TRAIN, FUEL/PROPULSION SYSTEM (PWS)

Failure Mileage

29117

Failure Speed

70

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).

DRIVING AT 70 MPH, MY PACIFICA JUST SHUT OFF. HAD NO CONTROL, HAD NOTHING. MANAGED TO PULL OVER TO THE SIDE OF THE ROAD. WHEN CALLED INTO THE BEAVER COUNTY CHRYSLER DEALERSHIP I WAS TOLD, "WE JUST SELL THEM, WE DON'T MAKE THEM." HIS VEHICLE HAS BEEN ONE ISSUE AFTER ANOTHER. THE SLIDING DOORS NOT CLOSING, THE DVD PLAYER NOT WORKING, THE RADIO NOT WORKING, THE SLIDING DOOR ON DRIVER'S SIDE STILL NOT WORKING AND THEY HAD TO COMPLETELY REPLACE THE GAS TANK BECAUSE I COULDN'T EVEN PUT GAS IN THE TANK IT WOULD SHUT OFF AND WOULDN'T LET GAS GET INTO THE TANK. NOW THIS. WE WERE SCARED FOR OUR LIVES AND THEN TOLD, "WE JUST SELL THEM WE DON'T BUILD THEM."
THIS IS NOT A SAFE VEHICLE. ...*BF *TR

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The dealership owner has been outstanding in rectifying this situation. I have since traded in the van and received a newer van. The dealership has gone above and beyond to fix the problem and have truly made an enormous effort to make things right. The van was in a very scary situation, but thanks to PJ Gasko & Drew Gasko I am in a safer and more secure vehicle.

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

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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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

