

CL-11144651-4995

NEF-D10

Form Approved: O.M.B. No. 2127-0008

 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 01-NOV-2018	Repository ☐ Reference No. 11144651
OWNER INFORMATION (Type or Print)			Daytime Telephone Number	
Name			Email Address	
Address			Evening Telephone Number	
City DUQUOIN State IL 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 2C4RC1BG8HR		Make CHRYSLER	Model PACIFICA	Model Year 2017
Date Purchased 7/30/16	Dealer's Name and Telephone Number HOLZHAUER		Engine: No: Cylinders 6	Fuel Type:
Original Owner ☒	Dealer's City NASHVILLE IL 62263	State IL	Zip Code 62263	
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: YES	Incident Date(s) 27-MAR-2018
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage 19000	Failure Speed 0
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).				
TL* THE CONTACT OWNS A 2017 CHRYSLER PACIFICA. THE CONTACT STATED THAT AFTER HIS WIFE HAD STOPPED THE VEHICLE AND DEPRESSED ON THE ACCELERATOR PEDAL, THE TRANSMISSION SLIPPED AND THE VEHICLE SEIZED. THE VEHICLE WAS TAKEN TO A DEALER HOLZHAUER AUTO AND MOTORSPORTS (17933 HOLZHAUER AUTOMALL DR, NASHVILLE, IL 62263, 866-570-9956) WHO DIAGNOSED THE VEHICLE AND STATED THAT THEY COULD NOT BE ABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED A CASE NUMBER: THE FAILURE MILEAGE WAS 19,000. QUIT MOVING IN PEACE OF SEIZED				
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.				

NW
2.6.19
WD

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

SEE PAPERS INCLUDED

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



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

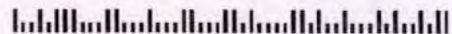


BUSINESS REPLY MAIL

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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**



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



①

130/18 I reported transmission was slipping and slamming into gear. They said they had an update for this, but they were revising it over again. So told me to wait till the other update was done to have it installed.

They called me at the beginning of October said the update was ready to be installed to my van. Made appointment for this to be installed.

1011/18 Took to shop on this date for the update to be installed to fix transmission slipping and slamming into gear.
mileage - 18621

124/18 Stopped at stop sign on Jackson Street getting ready to turn onto a very busy road. Getting ready to turn right onto road pushed on gas but the

(2)

Van slipped and then slammed into gear throwing my dog to the back of my van.

01/18 my husband had me drive today because dealership said the van learns how I drive. Drove 40 miles so he could see how the van act when I drove. Made several stop and goes and everything was fine. Coming into the ballpark at Marion made stop sign went 200 feet, van slammed really hard into gear. He said I didn't do anything wrong. Never acted up all the way home.

11/18 In Carbondale stopped at stop light, hit gas car didn't move then slammed hard into gear then took off.

17/18 Took womans car home after repair. Started out on Route 14 cars coming van slipped hard.

③

then went into gear really hard.
My son was with me.

11/19/18 Stopped at stop sign on Main Street at Post Office. Went to turn left van made small slip in tranny but didn't slam hard into gear

12/1/18 stopped at stop sign getting ready to turn left. Started out my van slipped twice before going into gear.

12/30/18 Devan and I went shopping stopped at a fireplace store. Got in van to leave. Started the van pushed on gas to leave van slipped twice then went into gear hard.

2/16/18 Went to pick Grand Kids up from School. Busy intersection this time of day. Pulling out of school transmission slipped hard then kicked into gear.

(4)

2/14/18 My son and his wife, and my husband and myself had went to eat at Alongis, let my son drive my van. Pulled out of parking space and Van Slipped.

2/23/18 Mileage on van 20679. My husband drove my van. Backed out of garage Van started wining. Headed to town Van slipped little.

2/29/18 Went shopping in Carbondale. Stopped at Kohls. lots of traffic. Starting to pull out the van Slipped twice then slammed into gear hard. Jerking me back into my seat.

(5)

Husband called dealership 10-24-18 complained the van was still slipping. They told him it was the nature of the beast. He told them it was unacceptable and to give him someone else's number to call about problem.

He called Chrysler 10-26-18 and Britney set him upon level 2 and gave him case number.
[REDACTED]

Maxine called him on 10-29-18 said she talked to Ken at dealership & said we have only been in once for this & she was going to look into it.

She called back 10-31-18 said Chrysler knows they have problem but has no fix for it at this time. Don't know when they will said team SWAT was working on it. Nothing they can do at this time.

(6)

She said she would be in touch with us weekly to let us know if they find the way to fix problem.

She has emailed us several times to keep us informed on whether they have found a solution for the problems. These are the dates of Email sent.

11/14/18, 11/23/18, 11/30/18,
12/7/18, 12/20/18, 12/27/18

11/1/18 Called NHTSA And talked to Jessica and got ODI # 11144651 case assigned to us for the slippage of van.

WE ARE KEEPING TRACK & WRITING THEM DOWN & WILL SEND THEM TO CHRYSLER IN HOPES IT WILL HELP THEM FIGURE OUT WHAT IS WRONG WITH TRANS MISSION

Re: [REDACTED]

Page 1 of 1

From: Chrysler Customer Care <chryslercustomercare@fcagroup.com>

To: [REDACTED]

Subject: Re: [REDACTED]

Date: Wed, Nov 14, 2018 3:37 pm

Hello [REDACTED]

Re: Case # [REDACTED]

There is no ETA available for Engineering regarding the transmission concerns with your vehicle. I continue to monitor to see if an update is available for your 2017 Chrysler Pacifica.

Sincerely,

Maxine
Senior Case Management Specialist

Phone: 1-844-827-2003 | Ext. 3020198

[REDACTED]

[REDACTED]
11/29/2018

Re [REDACTED]

Page 1 of 1

From: Chrysler Customer Care <chryslercustomer care@fcagroup.com>

To: [REDACTED]

Subject: Re: Case [REDACTED]

Date: Fri, Nov 23, 2018 9:22 am

Hello [REDACTED]

Re: Case [REDACTED]

At this time there is no ETA available for software update from Engineering regarding the transmission concerns with your 2017 Chrysler Pacifica.

Sincerely,

Maxine

Senior Case Management Specialist

Phone: 1-844-827-2003 | Ext. 3020198

[REDACTED]

[REDACTED]

11/29/2018

Re: [REDACTED]

Page 1 of 1

From: Chrysler Customer Care <chryslercustomer@fcagroup.com>

To: [REDACTED]

Subject: Re: [REDACTED]

Date: Fri, Nov 30, 2018 4:08 pm

Hello [REDACTED]

Re: [REDACTED]

There is currently no ETA available for software update from Engineering for the transmission concerns with your 2017 Chrysler Pacifica. I recommend contacting your local Chrysler dealership periodically for information on pending updates regarding this concern. When the update becomes available for your vehicle it will be attached to your vehicle's VIN number.

Sincerely,

Maxine

Senior Case Management Specialist

Phone: 1-844-827-2003 | Ext. 3020198

[REDACTED]

1/3/2019

Re: [REDACTED]

Page 1 of 1

From: Chrysler Customer Care <chryslercustomer@fcagroup.com>

To: [REDACTED]

Subject: Re: [REDACTED]

Date: Fri, Dec 7, 2018 11:39 am

Hello [REDACTED]

Re: [REDACTED]

There is no ETA available for Engineering regarding the transmission concerns with your vehicle. I continue to monitor to see if an update is available for your 2017 Chrysler Pacifica.

Sincerely,

Maxine

Senior Case Management Specialist

Phone: 1-844-827-2003 | Ext. 3020198

[REDACTED]

[REDACTED]

1/3/2019

Re: [REDACTED]

Page 1 of 1

From: Chrysler Customer Care <chryslercustomer care@fcagroup.com>

To: [REDACTED]

Subject: Re: [REDACTED]

Date: Thu, Dec 20, 2018 6:03 pm

Hello [REDACTED]

Re: [REDACTED]

I haven't received an update from Engineering regarding the transmission concerns with your vehicle. I continue to monitor to see if an update is available for your 2017 Chrysler Pacifica.

Sincerely,

Maxine

Senior Case Management Specialist

Phone: 1-844-827-2003 | Ext. 3020198

re [REDACTED]

[REDACTED]
1/3/2019

Re: [REDACTED]

Page 1 of 1

From: Chrysler Customer Care <chryslercustomer care@fcagroup.com>

To: [REDACTED]

Subject: Re: [REDACTED]

Date: Thu, Dec 27, 2018 5:52 pm

Hello [REDACTED]

Re: [REDACTED]

I haven't received an update from Engineering regarding the transmission concerns with your vehicle. I continue to monitor to see if an update is available for your 2017 Chrysler Pacifica.

Sincerely,

Maxine

Senior Case Management Specialist

Phone: 1-844-827-2003 | Ext. 3020198

[REDACTED]

1/3/2019

Du Quoin, IL



RETURN RECEIPT
REQUESTED

W41-306

U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE SE.
WASHINGTON, D.C. ~~20072~~ 20590

20590