



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

March 6, 2019

[REDACTED]
Du Quoin, IL [REDACTED]

NEF-109 cjb
Ref. No. 11144651

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2017 Chrysler Pacifica vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

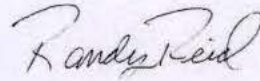
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database in an effort to identify whether a safety defect trend exists with regard to erratic shifting in MY 2017 Chrysler Pacifica vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a recall. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process is on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

NHTSA is aware of several Fiat Chrysler Automobiles (FCA) Technical Service Bulletins (TSB) concerning software upgrades to enhance transmission shift quality and performance in MY 2017 Chrysler Pacifica vehicles. Please note that manufacturers provide their dealers TSBs to help them address known problems and to restore customer satisfaction. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. As such, NHTSA has no jurisdiction over a manufacturer's voluntary TSB actions. We recommend that you continue to work with FCA and your dealer to determine if a TSB can resolve your vehicle problem.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement