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

[redacted]

[redacted]

From: [redacted]
Sent: Thursday, February 7, 2019 16:17
To: 'EVOQ (NHTSA)' <EVOQ@dot.gov>
Cc: 'dataquality@dot.gov' <dataquality@dot.gov>
Subject: RE: Follow up to ODI Complaint ----- 11163008-------

I hope these corrections answer your inquiries. Fortunately when the electronic failures occurred I was not driving.

The horn failure almost resulted in an accident and was totally the fault of Lorenzo Ford in Homestead FL not properly checking out the vehicle before they sold it to me.

Thank you for our follow-up.

[redacted]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Tuesday, February 5, 2019 12:53
To: [redacted]
Subject: FW: Follow up to ODI Complaint ----- 11163008-------

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

U.S. Department of Transportation

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)

Date Received **Repository**

21-DEC-2018 Reference No.11163008

National HighwayTraffic Safety Administration

INTERNET:www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Name [redacted] Daytime Telephone Number [redacted]

E-mail Address [redacted]

Address [redacted]

City MIAMI **State** FL **Zip Code** [redacted] 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	Make	Model	Model Year
2C4RC1BG9JR[redacted]	CHRYSLER	PACIFICA	2018

Date Purchased 28 Nov. 2018

Dealer's Name and Telephone Number Lorenzo Ford

Engine: No: Cylinders 6

Fuel Type: gas

Dealer's City Homestead State FL Zip Code 33030

Transmission Type Auto. Antilock Brakes yes Powertrain yes

Cruise Control yes

Multiple Failure: Incident Date(s)

Horn didn't work Dec. 3, 2018

total electrical failure Dec. 11, 2018 & Dec. 17, 2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS), 115000 ELECTRICAL SYSTEM: FUSES AND CIRCUIT BREAKERS

Failure Mileage 18600 Failure Speed

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 EquipmentPrior 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
Yes [X] No	Yes [X] No			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).

FIRST INCIDENT:

TL* THE CONTACT OWNS A 2018 CHRYSLER PACIFICA. THE CONTACT STATED THAT THE VEHICLE'S HORN DID NOT WORK. AN INDEPENDENT MECHANIC STATED THAT FUSE FOR THE HORN WAS MISSING AND THAT ONE NEEDED TO BE INSTALLED. IT WAS.

2ND INCIDENT: DEC. 11: TOTAL ELECTRICAL FAILURE WHILE PARKED IN GARAGE AT HOME. CAR WAS TOWED TO DADELAND DODGE WHERE THE AUXILIARY BATTERY WAS REPLACED.

3RD INCIDENT: DEC 19: TOTAL ELECTRICAL FAILURE WHILE PARKED IN GARAGE AT HOME. VEHICLE WAS TOWED AGAIN TO DADELAND CHRYLER. AFTER MUCH RESEARCH THEY REPLACED THE BODY COLTROL MODULE. THE CAR WAS RETURNED TO ME ON JAN. 4, 2019 THE CAR SEEMS TO BE WORKING WELL NOW.

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.