

Subject: FW: Follow up to ODI Complaint ----- 11171315-----

From [REDACTED]
Sent: Thursday, March 14, 2019 9:56 AM
To: EVOQ (NHTSA) <EVOQ@dot.gov>
Subject: Re: Follow up to ODI Complaint ----- 11171315-----

Hello
This issue is continuing with my Pacifica. I do not have pictures as it happens when I am on the road. There are no receipts because the service center at the Chrysler dealer could not duplicate the issue so they said they are not authorized by Chrysler to do anymore testing. Below is an Article documenting the issue by NY Times dated January 12, 2018. This is what is happening to my 2018 Pacifica. I am not sure why Chrysler will not address it, are they and the NHTSA, waiting for a serious accident to occur to address this?

After scores of owners [filed safety complaints](#) or shared concerns through social media, Fiat Chrysler Automobiles said Friday that it was recalling nearly 154,000 Chrysler Pacifica minivans to fix an issue that has caused some to stall suddenly while being driven.

The company discovered that under rare conditions the minivan's engine control module could incorrectly assess the operating status, potentially causing the engine to stall. Drivers found that they had to shut the vehicles off and restart them to resume driving. Some reported experiencing stalls in intersections or on highways.

Fiat Chrysler said it was aware of a single accident that was possibly related to the problem, but no injuries. The company said most of the stalling had occurred when the vehicles were idling or while starting, turning or moving at slow speeds.

The recall covers gas-powered Pacificas from the 2017 model year, a majority of the 180,000 Pacificas sold since the model was introduced in 2016. Hybrid Pacificas are unaffected.

I await your response.
Regards,
[REDACTED]

On Friday, March 8, 2019, 6:11:43 AM EST, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

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