



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

October 30, 2019

[REDACTED]
Kent, OH [REDACTED]

NEF-109 cjb
Ref. No. 11195070

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2018 Chrysler Pacifica Limited minivan. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. 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 an adaptive cruise control failure to detect forward vehicles in MY 2018 Chrysler Pacifica minivans. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a recall.

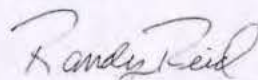
ODI is reviewing all new driver-aid technology that is being introduced to the automotive industry. While we continue to monitor these type of issues, no investigation has been opened nor determinations reached at this time. The information you provided has been entered into our database. It will be 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.

Meanwhile, we recommend that you continue to work with your local dealer or Fiat Chrysler Automobiles to 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