

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ----- 11398749-----
Date: Friday, March 19, 2021 5:05:41 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

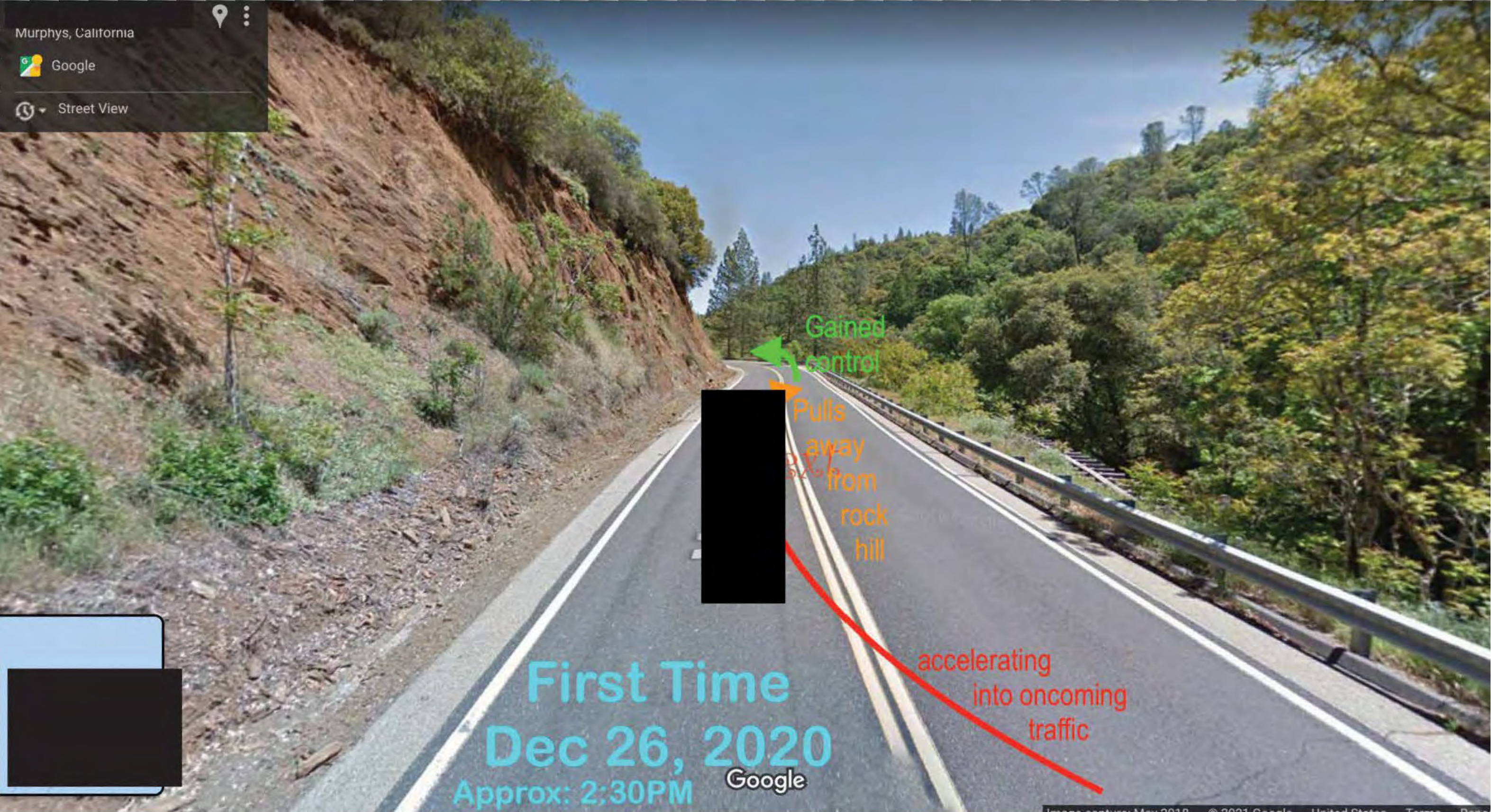
Dear NHTSA:

Thank You all for all your help
We very much appreciate your work.
As of today, we've received no repair paperwork.
The vehicle is in the "second opinion" Chrysler repair
as per instructions from our insurance company.
Also, the insurance company said we are NOT to drive
the vehicle until it's deemed safe.

Thanks again,
[REDACTED]

On Friday, March 19, 2021, 10:32:44 AM PDT, 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

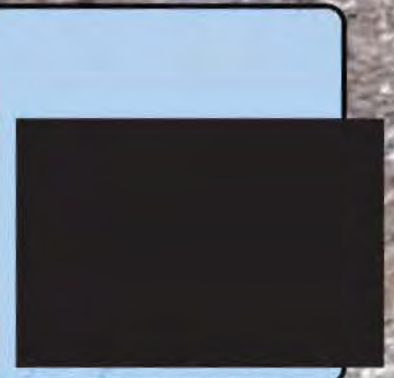


Gained control

Pulls away from rock hill

accelerating into oncoming traffic

First Time
Dec 26, 2020
Approx: 2:30PM
Google





Public Parking P

S Algiers St

S Algiers St

Murphys Creek Theatre

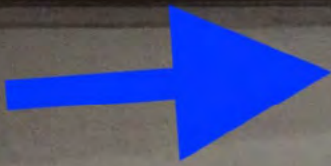
we
were
here

2nd time

Car
skidded
to this
space

December 26, 2020 Minutes after #1

Fourth Time
Length
Mar 1, '21



Length
of
Stopping
Skid
Approx
6 ft.



Fouth Time

March 1, 2021

Approx: 4PM

Back
tire sudden
stop

Front Tire Take off



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

02-MAR-2021

Repository ☐

Reference No.
11398749

OWNER INFORMATION (Type or Print)

Name

Address

City

LIVERMORE

State CA

Zip Code

Daytime Telephone Number

E-mail Address

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
2C4RC3BG5LP

Make

CHRYSLER

Model

PACIFICA

Model Year

2020

Date Purchased

11/28/20

Dealer's Name and Telephone Number

Tracy Dodge Chrysler & Jeep

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Tracy

State

CA

Zip Code

95304

Transmission Type

Automatic

☐ Antilock Brakes

☐ Cruise Control

Powertrain

AWD

Multiple Failure:

FOUR

Incident Date(s)

12/26/20 - 3/1/21

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Unintended Acceleration

Failure Mileage

1348

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

0 Major 2 Very Sore

Number of Deaths

0

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).

CONTACT OWNS A CHRYSLER PACIFICA WITH MILEAGE OF 1348. CONTACT STATED THERE HAS BEEN 4 INCIDENTS OF UNINTENDED ACCELERATION. ON 3/2/21 TWO REPORTS WERE MADE, ONE TO NHTSA AND ONE TO THE CHRYSLER CORPORATION. BOTH OPENED CASES IN REGARDS TO THIS REPORT. SAME DAY THE CAR WAS TOWED TO TRACY DODGE CHRYSLER JEEP, TRACY, CA. THEY ASSESSED FOR 2 WEEKS WITHOUT DUPLICATION. COMPUTER DISCOVERED TWO ENGINE PAUSES. 3/17/21 CAR WAS TOWED TO CENTRAL VALLEY CHRYSLER FOR A SECOND OPINION. IT REMAINS THERE NOW. FYI: CAR PURCHASED 11/28/20

4 INCIDENTS

#1 12/26/20 CONTACT#2 DRIVING. CAR ACCELERATED INTO ONCOMING TRAFFIC LANE. SPEEDING UP FOR APPROX. 300FT. JUST BEFORE IMPACT, CAR PULLED AWAY FROM ROCK HILL AND CONTACT#2 REGAINED CONTROL.

#2 12/26/20 CONTACT#2 PULLED INTO FIRST PARKING LOT AND CONTACT#1 EXITED PASSENGER SEAT. CAR BEGAN TO ROLL FORWARD AND THEN LURCHED INTO THE PARKING SPACE IN FRONT OF VEHICLE COMING TO A SCREECHING HALT.

#3 1/26/21 CONTACT#1 WAITING AT RED LEFT TURN LIGHT. THEN PROCEEDED THROUGH THE INTERSECTION. AT COMPLETED TURN CAR SPED UP WITH VERY LOUD REYVING SOUND. CONTACT GAINED CONTROL ABOUT 100FT.

#4 3/1/21 CONTACT#1 DRIVING INTO HOME DRIVEWAY. STOPPED VEHICLE & CONTACT#2 EXITED THE PASSENGER SEAT. CAR BEGAN ROLLING BACKWARD THEN BOLTED LEAVING SKID MARKS IN THE DRIVEWAY. SKIDMARKS: #1&2 BOTH "TAKE-OFF" FRONT TIRES. BOTH 9INCHES. #3&4 BOTH "STOPPING" BACK TIRES. ONE 6FT.

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 to 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.