

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint -----11457169 -----
Date: Monday, December 26, 2022 10:48:39 AM

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.

 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		Form Approved: OMB No. 2127-0008 FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: [REDACTED] State: IL ZIP Code: [REDACTED]		Date Received: 17-MAR-2022		Repository: ☐	
		Daytime Telephone Number: [REDACTED]		Reference No. 11457163	
		Evening Telephone Number: [REDACTED]		Email Address: [REDACTED]	
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2c4rc1bg0h [REDACTED]		MAKE: CHRYSLER		Model: PACIFICA	
		Model Year: 2017			
Date Purchased: 6/9/18		Dealer's Name and Telephone Number: Heller Motors		Engine: No. Cylinders:	
Original Owner: ☐		Dealer's City: Pontiac		Fuel Type:	
State: IL ZIP Code: 61704					
Transmission Type: ☐ Antilock Brakes: ☐		Powertrain:		Multiple Failure:	
Cruise Control: ☐				Incident Date(s): 24-FEB-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: D60000 ENGINE (PWS)				Failure Mileage: 57000.0	
				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: DOTM1 9ABC036)		☐ Original Requirement ☐ 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					
<i>(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)</i>					
Crash: ☐ Yes ☒ No		Fire: ☐ Yes ☒ No		Number of Persons Injured:	
				Number of Deaths:	
				Reported to Police: N	
Narrative Description of Incident(s), Crash(es), 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).					
The contact owns a 2017 Chrysler Pacifica. The contact stated that the vehicle was leaking oil. The contact took the vehicle to a certified mechanic who diagnosed that the oil filter housing was fractured and leaking. The oil filter needed to be replaced; however, the part was on back order and was not yet replaced. The manufacturer was not made aware of the failure. The approximate failure mileage was 57,000.					
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.					

On Thu, Jun 16, 2022 at 8:50 AM 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](tel: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