

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint -----11461473 -----
Date: Friday, August 5, 2022 8:48:13 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, August 4, 2022 5:14 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: FW: Follow up to ODI Complaint -----11461473 -----

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.

Greetings!

See attached for updated information regarding our original complaint. Although there is still no fix for the original problem/recall, FCA agreed to re-purchase this vehicle, and it is no longer in our possession.

Thanks!

[REDACTED]

On Wed, Aug 3, 2022 at 3:18 PM 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

U.S. Department
of TransportationNational 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

20-APR-2022

Repository ☐Reference No.
11461473**OWNER INFORMATION (Type or Print)**

Name			
Address			
City	South Burlington	State	VT
		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 2c4rc1173j		MAKE CHRYSLER	Model PACIFICA HYBRID	Model Year 2018
Date Purchased November 2018	Dealer's Name and Telephone Number Goss Dodge Chrysler Ram 8026580120		Engine: No: Cylinders	Fuel Type:
Original Owner ☒	Dealer's City South Burlington	STATE VT	ZIP Code 05403	
Transmission Type CVT	☒ Antilock Brakes ☒ Cruise Control	Powertrain Plug-in Hybrid	Multiple Failure:	Incident Date(s) 14-FEB-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100001 HYBRID PROPULSION SYSTEM	Failure Mileage	Failure Speed
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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

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2018 Chrysler Pacifica Hybrid. The contact received a notification for NHTSA Campaign Number: 22V077000 (Hybrid Propulsion System) however, the part to do the recall repair was not yet available. The dealer had been notified of the issue and confirmed that parts were not yet available. The manufacturer was also notified of the issue and provided two temporary resolutions that did not meet the contact's standards. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The contact had not experienced a failure. VIN tool confirms parts not available.

**additional information added 08/04/2022* On 06/17/2022, FCA agreed to re-purchase this vehicle - using the Vermont lemon law guidelines for settlement/price. Vehicle was handed over to the local dealership on 08/01/2022 following successful completion of all paperwork. Although there is still no fix for this problem, we no longer have this vehicle.*

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.

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11461473
Date: Tuesday, August 9, 2022 7:33:26 PM

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.

[REDACTED]
Subject: Re: Request # [REDACTED] Complaint- 2018 Chrysler Pacifica
To: nhtsa.webmaster@dot.gov

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Greetings!

I'm closing the loop on request [REDACTED] Short version: the Vermont lemon law arbitration process was the way for us to solve this problem.

On June 16, FCA offered to settle with us and avoid a lemon law arbitration hearing scheduled for June 20. FCA agreed to repurchase our vehicle and gave us what we "would" have received had we been successful at the hearing, using the same calculation as the Vermont lemon law statute. Since that offer, it's taken until this week for FCA to complete the repurchase of our Pacifica Hybrid - but on Monday, August 1 we handed over the keys to this vehicle and received a check from FCA. Today, the credit union received a transfer from FCA for the balance of our loan. So, this long story has drawn to a close. Interestingly, and notably, the settlement from FCA was "not" written on 50 pages of legalese, but in a page and a half of plain, simple English. The law firm that represents FCA in these matters was polite, respectful, and even quite helpful. Although it took longer than expected to complete the entire process, we're happy with the final result. We've come a long way from my original, stressed-out email on April 20.

Thank you so much for your help!

[REDACTED]
ASRC Federal Holding Company

[REDACTED]
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
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received the message in error and destroy the original message and all copies.