

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

08-AUG-2022

Repository ☐Reference No.
11478122**OWNER INFORMATION (Type or Print)**

Name

Address

City

Baton Rouge

State

LA

ZIP Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

2C4RC1L75JR

MAKE

CHRYSLER

Model

PACIFICA HYBRID

Model Year

2018

Date Purchased

05/21/2019

Dealer's Name and Telephone Number (225) 503-3411

Allstar Dodge Chrysler Jeep Ram

Engine:

No: Cylinders

Fuel Type:

electric/
gasoline

Original Owner

☒

Dealer's City Denham Springs

STATE

LA

ZIP Code

70726

Transmission Type

auto

☒

Antilock Brakes

☒ Cruise Control

Powertrain

hybrid (Plug-in)

Multiple Failure:

yes

Incident Date(s)

11-FEB-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100001 HYBRID PROPULSION SYSTEM

Failure Mileage

35K

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

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

Crash

☐ Yes ☒ No

No

Fire

☐ Yes ☒ No

No

Number of Persons Injured

0

Number of Deaths

0

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 2018 Chrysler Pacifica Hybrid. The contact received notification of NHTSA Campaign Number: 22V077000 (Hybrid Propulsion System) however, the part to do the recall repair was not yet available. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The dealer was made aware of the issue and confirmed that parts were not yet available. The manufacturer was not made aware of the issue. The contact had not experienced a failure. VIN tool confirms parts not available.

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 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.