



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**



March 15, 2023

[REDACTED]  
Bedford, NH [REDACTED]

NEF-109 ela  
Ref. No. 11503751

Dear [REDACTED]:

Thank you for the follow up letter about your model year (MY) 2022 Chrysler Pacifica vehicle. I am pleased to respond.

We appreciate your contacting us to follow up about the concerns you have related to the repair for NHTSA Safety Recall No. 23V-010. At this time, we do not have any evidence indicating that Fiat Chrysler Automobile's corrective action for Recall 23V-010 is inadequate or does not work. However, we added your latest information to your previous report in NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention.

We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, and it appears you have since received the repair—there are no open recalls on your vehicle (report enclosed). In any event, we understand your frustration with any delay you may have experienced and appreciate your diligence in this matter. We encourage you to check NHTSA's website at least twice per year for new safety recalls by entering your VIN into our Look-Up Tool.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

Randy Reid, Chief  
Consumer Engagement Division  
Office of Defects Investigation  
Enforcement

Enclosure

2022

**CHRYSLER PACIFICA HYBRID PINNACLE****VIN: 2C4RC1N78NR** XXXXXXXXXX

Recall data refreshed on Mar 14,2023

**0 Unrepaired Recalls**

associated with this VIN

**What if my car isn't recalled now? Could it be recalled later?**

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

Look for this distinct label to distinguish critical safety recall information from other marketing material.

**Where's my VIN?**

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

**What this VIN search tool will show**

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years
- Vehicle safety recalls from [major light auto automakers, motorcycle manufacturers and some medium/heavy truck manufacturers](#)

**What this VIN search tool will not show**

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications

Research Requests (1)