



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

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



November 21, 2024

Ms. [REDACTED]
[REDACTED]
South Elgin, IL [REDACTED]

NEF-109 jm
Ref. No. 11609449

Dear Ms. [REDACTED]

Thank you for the letter about your model year (MY) 2020 Chrysler Pacifica vehicle. The National Highway Traffic Safety Administration (NHTSA) forwarded your letter to the Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We examined our database and other relevant information for evidence of any safety defect trends related to malfunctioning driver and passenger side sliding doors in MY 2020 Chrysler Pacifica vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. We entered your information into NHTSA's database, where it will be used with other reports and relevant information to identify any safety defect trends. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

Your request for a replacement vehicle and 3 months of car payments do not fall under our jurisdiction. We encourage you to continue to work with Stellantis/Fiat Chrysler Automobiles and your dealer to explore the potential for an amicable resolution to your problem. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at [ftc.gov/complaint](https://www.ftc.gov/complaint).

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

[REDACTED]

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