



**CHRYSLER**



February 12, 2009

Mr. Thomas Cooper  
Vehicle Integrity Division  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
U.S. Department of Transportation  
1200 New Jersey Ave, SE  
West Building, Fourth Floor  
Washington, D.C. 20590

Dear Mr. Cooper:

Reference: NVS-212cag; EA08-006 Supplement Information Request

This document contains Chrysler's response to the referenced inquiry regarding Pacifica power steering fluid leakage and/or engine compartment fire in MY 2007 vehicles. By providing the information contained herein, Chrysler is not waiving its claim to attorney work product and attorney-client privileged communications.

Sincerely,

Lawrence J. Sak

Attachment and Enclosures

1. **Provide the number of subject vehicles Chrysler has sold or leased to a first purchaser in the United States since January 1, 2008 through December 31, 2008. For each month, provide the total number of subject vehicles sold or leased. For each vehicle, state the following:**
  - a. **Vehicle identification number (VIN);**
  - b. **Whether the vehicle was sold or leased;**
  - c. **Date of manufacture;**
  - d. **Date warranty coverage commenced;**
  - e. **Date vehicle sold; and,**
  - f. **The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).**

**Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION SOLD - JANUARY 1 THROUGH DECEMBER 31, 2008."**

NOTE: UNLESS OTHERWISE INDICATED, THIS DOCUMENT CONTAINS INFORMATION FROM APRIL 23, 2008 (CUT OFF DATE UTILIZED FOR JUNE 6, 2008 RESPONSE TO EA08-006) TO JANUARY 30, 2009 (DATE THIS INFORMATION REQUEST WAS RECEIVED).

- A1. The detailed response listing the production data as requested in Items a. through f. is provided in Enclosure 1 as a Microsoft Access 2000 table, titled "PRODUCTION SOLD - JANUARY1 THROUGH DECEMBER 31, 2008."

2. **Provide the number of subject vehicles that have not been sold or leased to a first purchaser. For each vehicle, state the following:**
  - a. **Vehicle identification number (VIN);**
  - b. **Date of manufacture; and,**
  - c. **The State in the United States where the vehicle is currently located.**

**Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION NOT SOLD."**

- A2. The detailed response listing the production data as requested in Items a. through c. is provided in Enclosure 1 as a Microsoft Access 2000 table, titled "PRODUCTION NOT SOLD".

Note: All production not sold vehicles have completed inspection procedure per Rapid Response Transmittal #08-044 for a possible cross threaded condition of a tube nut at the high pressure steering gear and none were found in need of repair.

3. **State the number of each of the following, received by Chrysler, or of which Chrysler is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles and not previously supplied in Chrysler's June 9, 2008, submission:**
- a. **Consumer complaints, including those from fleet operators;**
  - b. **Field reports, including dealer field reports and product evaluation reports;**
  - c. **Police and Fire Department reports;**
  - d. **Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;**
  - e. **Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;**
  - f. **Property damage claims;**
  - g. **Third-party arbitration proceedings where Chrysler is or was a party to the arbitration; and**
  - h. **Lawsuits, both pending and closed, in which Chrysler is or was a defendant or codefendant.**

**For subparts "a" through "e," state the total number of each item (e.g., consumer complaints, field reports, police reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).**

**In addition, for items "c" through "h," provide a summary description of the alleged problem and causal and contributing factors and Chrysler's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "d" through "h," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.**

- A3. Chrysler has conducted a reasonable and diligent search of the normal repositories of such information. The non-privileged reports (customer complaints, field reports, property damage claims, arbitration and legal claims) identified by Chrysler that relate to, or may relate to, the alleged condition in the subject vehicle are provided in Enclosure 2.

Chrysler identified two subject vehicles with an engine compartment fire. Chrysler does not believe either report is related to a cross threaded power steering tube nut based on further assessment and mileage at the time of the incidents.

4. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 3, state the following information:
- a. Chrysler's file number or other identifier used;
  - b. The category of the item, as identified in Request No. 3 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle's VIN;
  - e. Description of the incident;
  - f. Vehicle's mileage at time of incident;
  - g. Incident date;
  - h. Report or claim date;
  - i. Whether the incident occurred while operating the vehicle;
  - j. Indication of an impending failure, if any;
  - k. Whether a crash is alleged;
  - l. Whether a fire is alleged;
  - m. Whether property damage is alleged;
  - n. Number of alleged injuries, if any;
  - o. Number of alleged fatalities, if any; and
  - p. Whether Chrysler re-purchased the vehicle.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "NEW COMPLAINTS DATA."

- A4. The detailed response listing the data as requested in Items a. through p. is provided in Enclosure 3 as a Microsoft Access 2000 table, titled "NEW COMPLAINTS DATA."

Chrysler has not repurchased any subject vehicles from the customer as a result of the alleged condition.

5. State a total count for all of the following categories of claims, collectively, that have been paid by Chrysler to date that relate to, or may relate to, the alleged defect in the subject vehicles, and not previously supplied in Chrysler's June 9, 2008, submission: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. Separately, for each such claim, state the following information:
- a. Chrysler's claim number;
  - b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
  - c. VIN;
  - d. Repair date;
  - e. Vehicle mileage at time of repair;

- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer;
- k. Indication of an impending failure, if any;
- l. Comment, if any, by dealer/technician relating to claim and/or repair;
- m. Whether there is an indication of a leak;
- n. Whether Chrysler re-purchased the vehicle; and,
- o. Comment relating to the evaluation of the re-purchased vehicle.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "NEW WARRANTY DATA."

- A5. The detailed response listing the data as requested in Items a. through o. is provided in Enclosure 4 as a Microsoft Access 2000 table, titled "NEW WARRANTY DATA".

6. State a total count for all warranty claims, extended warranty claims or repair requests, including, but not limited to, claims maintained in Chrysler's Quality Narrative Analyzer database that have been denied by Chrysler to date that relate to, or may relate to, the alleged defect in the subject vehicles that were not provided in Chrysler's June 9, 2008, submission. Separately, for each such claim, state the following information:

- a. Chrysler's claim number, if any;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Claim date;
- e. Vehicle mileage at time of claim;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number, if any;
- h. Problem code, if any;
- i. Replacement part number(s) and description(s), if any;
- j. Concern stated by customer;
- k. Comment, if any, provided the by dealer/technician relating to claim and/or repair;
- l. Verbatim narrative provided by dealer/technician or customer; and,
- m. Chrysler's reason for denying the claim.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DENIED DATA."

A6. Chrysler has not denied any subject vehicle customer repairs or service for the alleged condition within the standard warranty coverage period. There have not been any other warranty claims, extended warranty claims, or repair requests denied for the alleged condition beyond the warranty coverage period.

7. Describe in detail the search criteria used by Chrysler to identify the claims identified in response to Requests Nos. 5 and 6, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Chrysler on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Chrysler offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

A7.

LOP Code	Description
19501204	Power steering hose pressure & return replace
19000105	Power steering gear replace

Problem Code	Description
X2	Split, cut or torn
62	Line or fitting leak
71	Oil leak
E1	Housing leaks
90	Seal leak
44	Leaks gasket defect

The standard warranty offered on the subject vehicles was 36 month / 36,000 miles. There was no extended warranty coverage for the subject components, but there were vehicle service contract coverage options available. There have been no claims made in the service contract coverage for the above LOP codes. Owners may also have purchased additional coverage through third-party service contract providers. Chrysler has no access to such records.

The Chrysler warranty system is designed to compensate dealers for repairs made, and cannot be reliably used to determine any trend related to the alleged condition. It is impossible to determine the reason for each particular warranty claim. There are other random issues that are not related to the alleged condition, yet may still prompt the replacement of the subject components. The warranty claims being submitted are what

Chrysler has deemed to be representative of claims that may relate to the alleged condition.

Most warranty claims do not have associated narrative data. In the case where warranty narratives were available, a word search criteria was established to filter those narratives which do not relate to the alleged condition.