

Customer Complaint Report

VIN	2C4RC1BG6HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	04/22/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6105610943
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1046U0289
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	336588406	Report Version	1	Open Date	08/08/2016
Close Date	08/22/2016	Narrative Date	08/23/2016	Category		Mileage	0

Dealer	41622		Phone
Dealer City		State	ZIP
Dealer Zone	ZZ		

No Concerns

If you took your vehicle to a dealer for a scheduled maintenance, were you satisfied with the time it took to fully complete?	Fully.
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply)	Took to the dealer I purchased my vehicle from for scheduled maintenance. Had Navigation installed on the van. Took to a different dealer than the one I purchased my vehicle from for a warranty repair. CAM sensor came unplugged and the whole vehicle shut down.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	4 (agree).
Printed User Guide format is easy to understand and use	4 (agree).
If you took your vehicle to a dealer for work completion or a warranty repair, was the trouble(s) repaired or explained?	Fully.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Did you review the Printed User Guide?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Would you recommend this vehicle to family or friends?	Yes.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.

Vehicle Satisfaction Ratings

Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Ride quality	5.
Ease of using system displays while driving	4.
Brake responsiveness/effort	5.
Exterior design and appearance (overall impression)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards the BRAND of your new car?	5.
Navigation system route accuracy	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the VALUE of your new car? (i.e.	4.
How do you feel about the durability of your new vehicle?	5.
Support for popular music/video formats	4.
Rear view styling (rear fascia, bumper)	5.
Seat adjustment and comfort	5.
Safety and visibility while driving	5.
Overall audio, entertainment, and navigation system impression	4.
Appearance of exterior paint	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Integration with phones	5.
Engine exhaust sound	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.

Vehicle Satisfaction Ratings	
Integration with media players	5.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Clarity of sound	4.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	No Concerns.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	3,000-4,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Customer Complaint Report

VIN	2C4RC1BGXHR	Model Year	2017	Body	RUCH53	CHRYSLER PAC FICA TOURING L WAGON	
Built Date	04/11/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3 6L V6 24V VVT ENGINE				Serial#	6095620865
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0916U0250
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	338478584	Report Version	1	Open Date	09/09/2016
Close Date	09/09/2016	Narrative Date	09/12/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

What price did you pay for your vehicle?	34000
Secondary vehicle in your household	2005.
	Mercedes-Benz.
	M-Class.
	Secondary Household Vehicle: Purchased Used.
Please indicate your highest education level	4 year college degree.
What type(s) of features does your Audio Entertainment System have? (Check all that apply)	Auxiliary Port.
	Touchscreen.
	Satellite Radio.
	USB port.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
Which, if any, influenced your purchase decision? (check all that apply)	Manufacturers website.
	Advertisements.
	Vehicle test drive.
	Internet research.
Did your vehicle come equipped with any of the following? (Check all that apply)	Hands free Phone / Bluetooth / Voice Activated Communications.
	Heated Seats.
	Navigation System.
	Power Seats.
	Rear Vision Camera.
	Bluetooth Audio Streaming.
	Automatic Climate Control.
How many children 17 or under live in your household?	0.
Please tell us about the vehicle you replaced (if applicable)	Grand Caravan.
	Dodge.
	Replaced Vehicle: Purchased Used.
	2013.
Please indicate your occupation status.	Retired.
Primary vehicle in your household	Pacifica.
	Chrysler.
	Primary Household Vehicle: Purchased New.
What is your total household income (before taxes)?	\$40,000 - \$59,999.
Please indicate the primary driver's age.	60 - 69.
Is this your first new vehicle ever purchased / leased?	No.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
When considering this vehicle	Interact with dealership by phone.
	Test drive the vehicle.
	Visit the dealership.
	Research online.
What is your current marital status?	Married.
Please indicate your gender	
Please indicate your ethnicity	
Which of the following best describes the area you live in?	Suburban.

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	no
Ease of using system displays while driving	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Engine exhaust sound	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Seat adjustment and comfort	5.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.

Vehicle Satisfaction Ratings	
Clarity of sound	5.
Integration with media players	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Engine sound	5.
Fuel economy and driving range	5.
Transmission gear change performance (smoothness)	5.
What are your favorite parts of your new vehicle?	style
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	4.
Overall audio, entertainment, and navigation system impression	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
What is your attitude overall towards the BRAND of your new car?	5.
Integration with phones	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Vehicle Exterior. Other.

Other	
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Please describe the other trouble you experienced	Engine light came on.
Please describe conditions when this trouble occurs	engine stall one time.
Approximate mileage when trouble was first noticed was	1500 - 3999 miles.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	1,000-2,999.

Overview	
Was the trouble resolved to your satisfaction?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Were the trouble(s) repaired or explained?	Fully.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
How many visits did you make to the dealer?	2 visits.
Would you recommend this vehicle to family or friends?	Yes.

Customer Complaint Report

VIN	2C4RC1CG0HR	Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON
Built Date	04/11/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENG NE	Serial# 6096620190			
Transmission	DFH	9-SPD 948TE AUTO TRANS	Serial# Z0906U0308			
Color	PXR	BR LLIANT BLACK CRYSTAL PEARL COAT				

Report Number		System Key	345679124	Report Version	1	Open Date	11/09/2016
Close Date	11/23/2016	Narrative Date	11/24/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Welcome

Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Excessive wind noise

Please indicate the location of the wind noise (check all that apply)	Driver's side front door. Whistling noise Driver's side front door window. Whistling noise
Approximate mileage when trouble was first noticed was	0-999.
Please describe conditions when this trouble occurs	When its windy outside
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Interior Trim/Storage/Windows. Transmission and Drivetrain. Seats. Vehicle Exterior. Steering, Handling, and Ride. Engine.
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Overview

Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Would you recommend this vehicle to family or friends?	Yes.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Printed User Guide?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, appointment currently scheduled.
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	No.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
The information in Mopar Companion was helpful	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Abnormal squeaks/rattles/noises coming from rear sliding doors

Additional Comments	Would love to get this reviewed
Please describe conditions when this trouble occurs	All the time
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which rear sliding door has abnormal noises (check all that apply)	Driver's side rear sliding door. A popping or slap loud sound like the glass is about to break Passenger's side rear sliding door. The same
To the best of your recollection, the trouble was first noticed	At delivery.
Approximate mileage when trouble was first noticed was	0-999.

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss.	To long
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Contact Me	
Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.
Squeak/rattle/abnormal noises from window(s)	
To the best of your recollection, the trouble was first noticed	At delivery.
Please indicate the location of the window with the squeak/rattle/abnormal noises (check all that apply)	Driver's side front door window.
Additional Comments	The back seat belt cover is coming off
Approximate mileage when trouble was first noticed was	0-999.
Engine makes abnormal/excessive noises	
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was	1,000-1,999.
Engine noise sounds like (check all that apply)	Other noise (please describe). Weird noise don't know
Engine noise occurs while vehicle is (check all that apply)	Idling. Sometime when the pedal is push it stall and want go.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine noise occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes.
Engine does not idle properly: idles rough, too low, or too high	
How often does this trouble occur?	Trouble occurs intermittently.
What best describes the engine idle trouble? (check all that apply)	Engine idle speed is too low. The car jump when driving
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	1,000-1,999.
Shift between gears is rough/harsh under normal driving conditions	
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear.
Approximate mileage when trouble was first noticed was	1,000-1,999.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
How often does this trouble occur?	Trouble occurs intermittently.
Floor mats will not stay in place	
To the best of your recollection, the trouble was first noticed	At delivery.
Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which floor mat will not stay in place (check all that apply)	Passenger's side rear seat floor mat. The turn of poorly put together Driver's side rear seat floor mat. The turn of poorly put together
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from window(s).
Rear sliding doors are difficult to open/close	
Please indicate which of the following best describes your concern (check all that apply)	Difficult to close. The doors are hard to close and sound cheap and not solid and firm
Please describe conditions when this trouble occurs	All the time
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments	Would love to get this looked at.
Please indicate which rear sliding door is difficult to open/close (check all that apply)	Driver's side rear sliding door. Both are cheap and hard to close Passenger's side rear sliding door. Will not close on the first pull
To the best of your recollection, the trouble was first noticed	At delivery.
Approximate mileage when trouble was first noticed was	0-999.
Carpet is broken/damaged/torn	
To the best of your recollection, the trouble was first noticed	At delivery.
Approximate mileage when trouble was first noticed was	0-999.
Please describe in the box below where on the carpet the trouble with broken/damaged/torn materials is located	Gap near the floor mats
Engine cranks too long before starting	
Approximately how long does it take for the engine to finally start?	1 to 5 seconds.
Approximate mileage when trouble was first noticed was	1,000-1,999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Please indicate when the starting trouble occurs	Cold condition - first start of the day or after vehicle is off for 6+ hours. Start hard
Please describe conditions when this trouble occurs	Sometime when it's cold
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Rear Sliding Doors	
Rear Sliding Doors	Sliding door handle/latch works, but is difficult to operate. Rear sliding doors are difficult to open/close. Abnormal squeaks/rattles/noises coming from rear sliding doors.
Appearance	
Appearance	Carpet has gaps/poor fit.

Appearance	
	Instrument panel/dashboard has gaps/poor fit.
Instrument panel/dashboard has gaps/poor fit	
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	At delivery.
Please describe in the box below where on the instrument panel/dashboard the trouble with excessive gaps/poor fit of materials is located	The shiny black panel near the shifter have a gap
Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine cranks too long before starting.
Carpet has gaps/poor fit	
Please describe in the box below where on the carpet the trouble with excessive gaps/poor fit of materials is located	Best your feet on the passenger side the carpet coming up
To the best of your recollection, the trouble was first noticed	At delivery.
Approximate mileage when trouble was first noticed was	0-999.
Wind Noise	
Wind Noise	Excessive wind noise.
Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions.
Operation and Functionality	
Operation and Functionality	Floor mats will not stay in place.
Broken/Damaged	
Broken/Damaged	Carpet is broken/damaged/torn.

Customer Complaint Report

VIN	2C4RC1GG9HR	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	08/25/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6083610814
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1936H0364
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	345856254	Report Version	1	Open Date	11/25/2016
Close Date	11/25/2016	Narrative Date	11/28/2016	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
How many visits did you make to the dealer?	3 visits.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Was the trouble resolved to your satisfaction?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable).
Did you review the Vehicle User Guide via the radio touchscreen?	No.

Electronic Engine Controls (Check Engine)

Electronic Engine Controls ("Check Engine")	"Check Engine" light indicated trouble.
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Check Engine light indicated trouble

Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	0-999.
Describe the engine performance issue you experienced (check all that apply)	Lack of power.
How often does this trouble occur?	Trouble occurs intermittently.
Was the "Check Engine" light your first indication there was trouble?	No.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.

Engine runs, then dies/stalls

How often does this trouble occur?	Trouble occurs intermittently.
Engine trouble occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes. Driving the vehicle for more than 20 minutes.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls while accelerating.
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 41 and 80 degrees F.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	0-999.

About You

Please tell us about the vehicle you replaced (if applicable)	Pacifica. Chrysler.
Did you purchase or lease your vehicle?	Purchase.

Vehicle Satisfaction Ratings

What is your attitude overall towards your new car?	2.
How do you feel about the durability of your new vehicle?	2.
How do you feel about the VALUE of your new car? (i.e.	2.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards the BRAND of your new car?	3.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
	8643161684

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	0-999.
Are you the primary driver of this vehicle?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Customer Complaint Report

VIN	2C4RC1GG3HR5	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	08/18/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6194610911
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1816H0431
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	351002244	Report Version	1	Open Date	01/19/2017
Close Date	01/19/2017	Narrative Date	01/20/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Too many to list
Engine exhaust sound	5.
Ease of using system displays while driving	4.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Appearance of exterior paint	5.
Support for popular music/video formats	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Location and usefulness of interior lighting	5.
Head/leg/foot room	5.
Vehicle storage and space usage	4.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Navigation system route accuracy	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Integration with phones	5.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.
Overall audio, entertainment, and navigation system impression	5.
How do you feel about the VALUE of your new car? (i.e. Engine sound	5.
Fuel economy and driving range	5.
Is there anything about your new vehicle you would like to see changed?	Yes!! Available colors, carpet colors (Vacuum should be standard in all vehicles as the dark carpeting needs vacuuming all the time!!
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Steering wheel adjustment	5.
Seat adjustment and comfort	5.
What is your attitude overall towards the BRAND of your new car?	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Transmission gear change performance (smoothness)	5.
Rear view styling (rear fascia, bumper)	5.
Integration with media players	5.
Clarity of sound	5.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	5.

About You

Please tell us about the vehicle you replaced (if applicable)	2008. Replaced Vehicle: Purchased New. Town & Country. Chrysler.
Please indicate your highest education level	4 year college degree.
How many children 17 or under live in your household?	0.
Please indicate your occupation status.	Retired.
Did your vehicle come equipped with any of the following? (Check all that apply)	Hands free Phone / Bluetooth / Voice Activated Communications. Heated Seats. Automatic Climate Control. Power Seats. Navigation System. Vacuum. Rear Vision Camera. Bluetooth Audio Streaming.
What price did you pay for your vehicle?	\$42,500
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.

About You	
Please indicate your ethnicity	White.
What type(s) of features does your Audio Entertainment System have? (Check all that apply)	Touchscreen. USB port. Auxiliary Port. Satellite Radio.
Is this your first new vehicle ever purchased / leased?	No.
What year were you born?	█
What is your current marital status?	Married.
Which of the following best describes the area you live in?	Suburban.
Please indicate the primary driver's age.	70 - 79.
Please indicate your occupation.	Sales Work.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	There was no other vehicle!! I have waited over 2 years for the Pacifica
Please indicate your gender	█
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
What is your total household income (before taxes)?	\$40,000 - \$59,999.

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
How many visits did you make to the dealer?	1 visit.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Would you recommend this vehicle to family or friends?	Yes.
Were the trouble(s) repaired or explained?	Fully.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Engine runs, then dies/stalls	
Additional Comments	Dealer found faulty fuel pump and replaced it. No problems since.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 41 and 80 degrees F.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls while decelerating. Engine dies/stalls, but can be immediately restarted. In first week, backing out of garage, car would die when shifted into drive. It would restart immediately
Approximate mileage when trouble was first noticed was	0 - 1499 miles.

Check Engine light indicated trouble	
Approximate mileage when trouble was first noticed was	0 - 1499 miles.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Did you also experience an engine performance issue while the "Check Engine" light was on?	No.
Additional Comments	They replaced the fuel pump and I have had no other problems with the car since.
Was the "Check Engine" light your first indication there was trouble?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	none! But it will probably take me months to figure out many of the deeply "hidden" menus that would be able to answer some of my questions.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	3,000-4,999.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Detail on High Rated Items	
You rated navigation system route accuracy High. Use this space to provide any specific comments you would like to share.	Most of your customers will never be able to master all of the many levels of menus necessary to operate some of the systems. I still cannot figure out how to get more than 5 favorite places into the Nav system and the dealer could not figure it out either.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ("Check Engine")	"Check Engine" light indicated trouble.

Customer Complaint Report

VIN	2C4RC1BG6HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	04/07/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6095621012
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0416U0102
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	352055087	Report Version	2	Open Date	01/28/2017
Close Date	01/28/2017	Narrative Date	01/31/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

Would you recommend this vehicle to family or friends?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Please explain further about your choice to recommend your vehicle	I had a serious problem with the vehicle that was not covered in this survey. The dealer fixed the problem.
How many visits did you make to the dealer?	1 visit.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). I took it for a different reason
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Was the trouble resolved to your satisfaction?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Printed User Guide covers the necessary features	5 (strongly agree).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Printed User Guide format is easy to understand and use	4 (agree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Did you review the Owner's Information DVD?	No.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).

Vehicle Satisfaction Ratings

How do you feel about the VALUE of your new car? (i.e.	5.
Rear view styling (rear fascia, bumper)	2.
Engine sound	5.
Navigation system route accuracy	3.
Overall audio, entertainment, and navigation system impression	4.
Fuel economy and driving range	4.
How do you feel about the durability of your new vehicle?	3.
How well the driver seat holds you in place while cornering.	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Feel of the seat material	3.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Ease of adjusting rear seats to desired position.	5.
Ease of folding rear seats to desired position.	5.
Brake responsiveness/effort	5.
Interior noise level while driving	5.
Ride quality	5.
Ease of getting into and out of vehicle	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Climate control operation (function and ease of use)	5.
Exterior design and appearance (overall impression)	5.
Ease of adjusting driver seat to desired position.	5.
Comfort of driver seat back	5.
Overall rating of the driver seat	5.
Steering and handling (responsiveness, stability)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.

Vehicle Satisfaction Ratings	
Location and usefulness of interior lighting	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Engine performance during acceleration	5.
Ease of using system displays while driving	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	3.
Is there anything about your new vehicle you would like to see changed?	Fix the software bugs
Interior comfort, design and appearance of interior (overall impression)	5.
What is your attitude overall towards the BRAND of your new car?	4.
How was your purchasing experience (the dealer/dealership)?	5.
Steering wheel adjustment	5.
What are your favorite parts of your new vehicle?	appearance
Support for popular music/video formats	5.
Clarity of sound	5.
Integration with media players	5.
Integration with phones	3.
Safety and visibility while driving	5.
Comfort of the rear (2nd row) seats.	5.
Appearance of exterior paint	5.
What is your attitude overall towards your new car?	4.

Entertainment/Navigation System/Connectivity	
Please choose your cell phone brand	Samsung.
Please tell us your cell phone model	s7
Please choose your cell phone carrier	Verizon Wireless.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.

Engine stumbles/hesitates/surges	
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
What best describes the engine drivability trouble? (check all that apply)	Engine has a hesitation, momentarily cuts out, or surges while accelerating. Engine hesitates before engaging in gear when going from R to D
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine trouble occurs (check all that apply)	Other (please describe). Only when shifting gears from R to D
Additional Comments	Not a big deal, I just have to wait an additional second or 2 to allow the van to shift into gear
How often does this trouble occur?	Trouble occurs regularly.

What Can We Do Better?	
Feedback/Concerns	Software updates and "limp Mode" are a serious issue with the vehicle. My brand new van completely shut down and left me stranded because of a computer software update.
What has Chrysler done right?	I own 4 Chrysler/Ram/ Jeep vehicles

Hesitation or delay when shifting between gears	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Soon after vehicle start-up.
To the best of your recollection, the trouble was first noticed	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. from R to D
Approximate mileage when trouble was first noticed was	0-999.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Transmission and Drivetrain. Engine.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Media	
Media	Radio.

Automatic Transmission	
Automatic Transmission	Hesitation or delay when shifting between gears.

Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Customer Complaint Report

VIN	2C4RC1BG9HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING I WAGON	
Built Date	06/24/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6156620097
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1656U0391
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	355310403	Report Version	1	Open Date	02/15/2017
Close Date	03/01/2017	Narrative Date	03/02/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Overview

Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	2 (disagree).
Would you recommend this vehicle to family or friends?	No.
Did you review the Printed User Guide?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
If our team has any additional questions about your responses, would you accept further contact?	No.
Printed User Guide format is easy to understand and use	2 (disagree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Check Engine light indicated trouble

Approximate mileage when trouble was first noticed was	4,000-4,999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Describe the engine performance issue you experienced (check all that apply)	Stalling.

Vehicle Satisfaction Ratings

How do you feel about the VALUE of your new car? (i.e.	2.
Exterior design and appearance (overall impression)	3.
Navigation system route accuracy	3.
Headlight illumination/performance during night-time driving	3.
Comfort of driver bottom seat cushion	3.
Ease of getting into and out of vehicle	3.
Interior noise level while driving	3.
What is your attitude overall towards the BRAND of your new car?	2.
Engine sound	3.
Ride quality	3.
Ease of using system displays while driving	3.
Feel of the seat material	3.
Overall audio, entertainment, and navigation system impression	3.
Vehicle storage and space usage	3.
Integration with phones	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
What is your attitude overall towards your new car?	2.
Comfort of driver seat back	2.
Side/profile view styling (driver's side or passenger's side exterior area)	3.
Head/leg/foot room	3.
Steering and handling (responsiveness, stability)	3.
Climate control operation (function and ease of use)	3.
Brake responsiveness/effort	3.
Appearance of exterior paint	3.
Support for popular music/video formats	3.

Vehicle Satisfaction Ratings	
Comfort of the rear (2nd row) seats.	3.
Overall rating of the driver seat	2.
Rear view styling (rear fascia, bumper)	3.
Fuel economy and driving range	2.
Interior comfort, design and appearance of interior (overall impression)	3.
Safety and visibility while driving	3.
Engine performance during acceleration	3.
How do you feel about the durability of your new vehicle?	1.
Engine exhaust sound	3.
Front view styling (front fascia, hood, grille, headlight area)	3.
Wheels, rims, and tires appearance and styling	3.
Transmission gear change performance (smoothness)	3.
How well the driver seat holds you in place while cornering.	3.
Location and usefulness of interior lighting	2.
Steering wheel adjustment	1.
How was your purchasing experience (the dealer/dealership)?	1.
Ease of adjusting rear seats to desired position.	3.
Ease of adjusting driver seat to desired position.	3.
Comfort of driver headrest.	1.
Ease of folding rear seats to desired position.	3.
Integration with media players	3.
Clarity of sound	3.

Hesitation or delay when shifting between gears	
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. 3rd Gear. 2nd Gear. 4th Gear.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Approximate mileage when trouble was first noticed was	2,000-2,999.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Normal acceleration.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.

Abnormal squeaks/rattles/noises coming from liftgate	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was	3,000-3,999.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.

Shift between gears is rough/harsh under normal driving conditions	
Approximate mileage when trouble was first noticed was	1,000-1,999.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
How often does this trouble occur?	Trouble occurs regularly.

Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Hesitation or delay when shifting between gears.

Engine Fuel Consumption	
Engine Fuel consumption	Fuel consumption is worse than expected.

Engine runs, then dies/stalls	
Approximate mileage when trouble was first noticed was	4,000-4,999.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures.

Liftgate	
Liftgate	Abnormal squeaks/rattles/noises coming from liftgate.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Vehicle Exterior. Entertainment/Navigation System/Connectivity. Engine.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.
Fuel consumption is worse than expected	
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
Where do you do most of your driving?	Highway/freeway driving (speeds held fairly constant above 45 mph).
Are you using your vehicle for towing when the problem occurs?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	At delivery.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Apple.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Customer Complaint Report

VIN	2C4RC1GG2HF	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	12/15/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6317610283
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z2846H0069
Color	PTE	MOLTEN S LVER					

Report Number		System Key	355593391	Report Version	1	Open Date	03/05/2017
Close Date	03/05/2017	Narrative Date	03/06/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
Information on the DVD is easy to find and access	5 (strongly agree).
DVD format is easy to understand and use	5 (strongly agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
The information in Mopar Companion was helpful	5 (strongly agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Please rate your overall level of satisfaction with the DVD	5 (very satisfied).
Were the trouble(s) repaired or explained?	Fully.
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
How many visits did you make to the dealer?	1 visit.
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	5 (strongly agree).
The Vehicle User Guides format is easy to use/understand	4 (agree).
If our team has any additional questions about your responses, would you accept further contact?	No.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
Did you review the Owner's Information DVD?	Yes.

Vehicle Satisfaction Ratings

Vehicle storage and space usage	5.
Head/leg/foot room	5.
Climate control operation (function and ease of use)	5.
Location and usefulness of interior lighting	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Brake responsiveness/effort	5.
Ease of adjusting driver seat to desired position.	5.
Comfort of driver seat back	5.
Ease of using system displays while driving	5.
Steering and handling (responsiveness, stability)	5.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Integration with media players	5.
Engine performance during acceleration	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Rear view styling (rear fascia, bumper)	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
How do you feel about the VALUE of your new car? (i.e.	5.
How well the driver seat holds you in place while cornering.	5.

Vehicle Satisfaction Ratings	
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Engine sound	5.
Fuel economy and driving range	5.
Transmission gear change performance (smoothness)	5.
Wheels, rims, and tires appearance and styling	5.
Comfort of the rear (2nd row) seats.	5.
Clarity of sound	2.
Feel of the seat material	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Interior noise level while driving	5.
Ease of getting into and out of vehicle	5.
Ease of adjusting rear seats to desired position.	5.
Ease of folding rear seats to desired position.	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ride quality	5.
Navigation system route accuracy	5.
Headlight illumination/performance during night-time driving	5.
Overall rating of the driver seat	5.
How do you feel about the durability of your new vehicle?	3.
Exterior design and appearance (overall impression)	5.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	0-999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Engine stumbles/hesitates/surges	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	At delivery.
What best describes the engine drivability trouble? (check all that apply)	Other engine drivability trouble (please describe). Had a bad EGR valve after 30 miles of driving. Dealer fixed problem.

Engine runs, then dies/stalls	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	At delivery.
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle.
Approximate mileage when trouble was first noticed was	0-999.
What best describes the engine stalling trouble? (check all that apply)	Other engine stalling trouble (please describe). Had bad EGR Valve.

Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.

Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine will not start at all.

Customer Complaint Report

VIN	2C4RC1CG0HR	Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON	
Built Date	05/18/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENG NE				Serial#	6111610690
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1326U0102
Color	PXR	BR LLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	356018783	Report Version	1	Open Date	03/08/2017
Close Date	03/08/2017	Narrative Date	03/09/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.)
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). still waiting to hear
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Did you review the Owner's Information DVD?	No.
How many visits did you make to the dealer?	Other (please explain further, if applicable). there when it was towed to give information, has not been returned yet
Would you recommend this vehicle to family or friends?	No.
Information in the Printed User Guide is easy to find and access	4 (agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. the tow service would only tow it to the nearest dealership to where it broke down
Did you review the Printed User Guide?	Yes.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Please explain further about your choice to recommend your vehicle	This is the only vehicle I have had that shut off while driving. It was a stressful experience
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Printed User Guide covers the necessary features	4 (agree).

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	4.
Brake responsiveness/effort	4.
Engine exhaust sound	3.
Ease of using system displays while driving	3.
Comfort of driver headrest.	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Exterior design and appearance (overall impression)	4.
Support for popular music/video formats	3.
What is your attitude overall towards your new car?	3.
Steering and handling (responsiveness, stability)	4.
Integration with media players	3.
Location and usefulness of interior lighting	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Head/leg/foot room	4.
How well the driver seat holds you in place while cornering.	4.
Vehicle storage and space usage	4.
Engine sound	3.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Feel of the seat material	4.
Transmission gear change performance (smoothness)	3.
Engine performance during acceleration	1.
What is your attitude overall towards the BRAND of your new car?	3.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	4.
Climate control operation (function and ease of use)	3.
Fuel economy and driving range	4.
Ride quality	4.
How do you feel about the VALUE of your new car? (i.e.	3.
How do you feel about the durability of your new vehicle?	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Overall rating of the driver seat	4.
Comfort of driver seat back	4.
Comfort of the rear (2nd row) seats.	3.

Vehicle Satisfaction Ratings	
Ease of adjusting driver seat to desired position.	4.
Rear view styling (rear fascia, bumper)	4.
Comfort of driver bottom seat cushion	4.
Clarity of sound	4.
Ease of adjusting rear seats to desired position.	4.
Ease of folding rear seats to desired position.	4.
Interior comfort, design and appearance of interior (overall impression)	4.
How was your purchasing experience (the dealer/dealership)?	4.
Integration with phones	3.
Steering wheel adjustment	4.

Engine runs, then dies/stalls	
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours. both times the vehicle had been running, then turned off for up to an hour, then the problems happened on the re-start
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls while cruising at a steady speed. on cruise at 50 mph, engine shut off Engine dies/stalls and you must wait before it can be restarted. Started, died and had to wait about 45 minutes before it would restart
Engine trouble occurs (check all that apply)	Other (please describe). 1st problem happened within 5 minutes, second issue happened within 20-30 minutes
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures. Varied temperatures
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	0-999.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	If you would like to know more about the engine issues: 803-507-4861, Melissa
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	0-999.
Are you the primary driver of this vehicle?	Yes.

Engine will not start at all	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
What best describes the no start condition?	Other (please describe).
Please indicate when the starting trouble occurs	Other (please describe). The first problem was after about 1 hour of resting after a drive, the engine cranked then shut off. It took 45 minutes and a call to the dealer to reset and get it to start. The second problem occurred as I was driving down a secondary highway and the engine shut off while in drive going 50 mph. I safely pulled over and the engine wouldn't shut off (was in the "run" position). After time, I was able to shut it off, but when I tried to restart the engine, it wouldn't come out of "run" and the engine wouldn't turn over. It ended up being towed to the nearest dealership
Please describe conditions when this trouble occurs	varied
Additional Comments	Engine cranked but wouldn't start AND engine wouldn't crank at all - have had both issues on separate days
How often does this trouble occur?	Trouble occurs intermittently.

Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine will not start at all.

Engine Power	
Engine power	Engine loses power when air conditioning is on.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Customer Complaint Report

VIN	2C4RC1GG6HR	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	12/09/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6311620225
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z3346H0835
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	357369295	Report Version	1	Open Date	03/07/2017
Close Date	03/21/2017	Narrative Date	03/22/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Engine stop/start function is broken/not working

Approximate mileage when trouble was first noticed was	0-999.
Additional Comments	Diagnosed as bad gas
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs intermittently.

Engine Driveability (stumbles/hesitates/surges)

Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
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Engine stumbles/hesitates/surges

To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	0-999.
What best describes the engine drivability trouble? (check all that apply)	Other engine drivability trouble (please describe). Eng died
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
Engine trouble occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Engine Starting (hard to start/will not start)

Engine Starting (hard to start/will not start)	Engine stop/start function is broken/not working.
--	---

Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	0-999.
Are you the primary driver of this vehicle?	No.

Engine Stalling

Engine Stalling	Engine runs, then dies/stalls.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Engine.
	Other.

Customer Complaint Report

VIN	2C4RC1BG3HF	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	08/19/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6174610506
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1826H0111
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	358408003	Report Version	1	Open Date	03/30/2017
Close Date	03/31/2017	Narrative Date	03/31/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Detail on High Rated Items

You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	High up
You rated comfort of driver bottom seat cushion High. Use this space to provide any specific comments you would like to share.	Feels soft
You rated ease of folding rear seats to desired position High. Use this space to provide any specific comments you would like to share.	Fold down easy
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	Sound quality sounds good
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	I like the shiny red
You rated ease of adjusting driver seat to desired position High. Use this space to provide any specific comments you would like to share.	Power adjustable makes it easy
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	Responsive
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Other than the parking break being in a terrible spot and the shifter being a dial it's perfect
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Good phone sound quality
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	Quiet
You rated how well the driver seat holds you in place while cornering High. Use this space to provide any specific comments you would like to share.	Fabric
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share.	Other than gear selector and parking break it's great
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Looks nice
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	The dealers sales agent was amazing the whole time. Shawn Cooper!
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	Dual climate
You rated location and usefulness of interior lighting High. Use this space to provide any specific comments you would like to share.	Very light

Engine does not idle properly: idles rough, too low, or too high

Additional Comments	The car was idling very hard the day I bought it. Dealer didn't have a service opening until the next week. Got worse. Check engine light came on. Died while idling at a stop light. Tried to call Chrysler about this possibly being a lemon because it has been in 3 times and the tech had to rebuild the engine to resolve the issue. Chrysler told me to get a lawyer they won't help me. Unsatisfied with support this far.
Engine idle trouble occurs (check all that apply)	Driving the vehicle for more than 20 minutes. Once the heat gets to the middle it starts to idle very hard then dies.
Has this trouble required that the vehicle be towed to be repaired?	No.
To the best of your recollection, the trouble was first noticed	At delivery.
What best describes the engine idle trouble? (check all that apply)	Engine idling is rough. The car shakes very badly. The engineer said piston 6 was bad when the car only had 26 miles on it.
Please describe conditions when this trouble occurs	Just regular
Approximate mileage when trouble was first noticed was	0-999.
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Engine idle trouble occurs after vehicle is started at	Other (please describe). Doesn't matter
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings

Engine sound	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Is there anything about your new vehicle you would like to see changed?	If it worked, that would be great
Ride quality	3.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
How do you feel about the VALUE of your new car? (i.e.	1.
Comfort of the rear (2nd row) seats.	4.
Clarity of sound	5.
Integration with media players	5.
Ease of folding rear seats to desired position.	5.

Vehicle Satisfaction Ratings	
Transmission gear change performance (smoothness)	3.
Engine exhaust sound	4.
Feel of the seat material	4.
How well the driver seat holds you in place while cornering.	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
What is your attitude overall towards your new car?	1.
Rear view styling (rear fascia, bumper)	5.
Ease of adjusting driver seat to desired position.	5.
What is your attitude overall towards the BRAND of your new car?	1.
Head/leg/foot room	2.
Comfort of driver seat back	4.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	1.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Comfort of driver bottom seat cushion	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
What are your favorite parts of your new vehicle?	Looks nice
Ease of using system displays while driving	5.
Location and usefulness of interior lighting	5.
Steering and handling (responsiveness, stability)	5.
Ease of adjusting rear seats to desired position.	3.
Vehicle storage and space usage	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Overall audio, entertainment, and navigation system impression	5.
Overall rating of the driver seat	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Fuel economy and driving range	2.
Engine performance during acceleration	3.
Comfort of driver headrest.	3.
Integration with phones	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.

Overview	
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Would you recommend this vehicle to family or friends?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. Pat McGrath Jeep Dodge Chrysler fiat
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle	The Chrysler response of get a lawyer before we will work with you makes me very dissatisfied with the company. I don't want a brand new car with a rebuilt engine.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
How many visits did you make to the dealer?	3 visits.
Were the trouble(s) repaired or explained?	Fully.
Printed User Guide covers the necessary features	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Was the trouble resolved to your satisfaction?	No.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
The Vehicle User Guides format is easy to use/understand	4 (agree).

Welcome	
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.

What Can We Do Better?	
Feedback/Concerns	Had nothing but a terrible experience
What has Chrysler done right?	Nothing so far
Check Engine light indicated trouble	
Was the "Check Engine" light your first indication there was trouble?	No.
Approximate mileage when trouble was first noticed was	0-999.
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Describe the engine performance issue you experienced (check all that apply)	Rough idle.
Has this trouble required that the vehicle be towed to be repaired?	No.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	My car was broken when I bought it, no help
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
Engine stumbles/hesitates/surges	
Has this trouble required that the vehicle be towed to be repaired?	No.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was	0-999.
What best describes the engine drivability trouble? (check all that apply)	Engine surges, cuts out, or changes speed while cruising at a steady speed. Engine has a hesitation, momentarily cuts out, or surges while accelerating. Cuts out when accelerating
Engine trouble occurs after vehicle is started at	Other (please describe). All conditions.
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Please describe conditions when this trouble occurs	Just regular
Engine trouble occurs (check all that apply)	Driving the vehicle for more than 20 minutes.
To the best of your recollection, the trouble was first noticed	At delivery.
Detail on Low Rated Items	
You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.	Started broken the Chrysler rep told me until I get a lawyer they won't help!
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Gear shift parking break.
You rated the value of your new car Low. Use this space to provide any specific comments you would like to share.	Engine already had to be rebuilt at 250 miles
You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.	Started broken
You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.	Chrysler has refused to talk to me until I get a lawyer about the issues I have run into. Won't buy another or recommend
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Customer Complaint Report

VIN	2C4RC1DG7HR611124	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON	
Built Date	10/20/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	
Color	PTE	MOLTEN S LVER					

Report Number		System Key	358560493	Report Version	1	Open Date	03/31/2017
Close Date	03/31/2017	Narrative Date	04/03/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Rear view styling (rear fascia, bumper)	5.
Ease of adjusting driver seat to desired position.	5.
What is your attitude overall towards your new car?	4.
Comfort of driver seat back	5.
Engine exhaust sound	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Exterior design and appearance (overall impression)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Clarity of sound	3.
How was your purchasing experience (the dealer/dealership)?	3.
Ease of using system displays while driving	4.
How do you feel about the durability of your new vehicle?	4.
Steering and handling (responsiveness, stability)	5.
Interior noise level while driving	5.
Is there anything about your new vehicle you would like to see changed?	Remote trunk
Integration with phones	4.
Ease of getting into and out of vehicle	5.
Ride quality	5.
What is your attitude overall towards the BRAND of your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Overall rating of the driver seat	5.
Feel of the seat material	5.
Climate control operation (function and ease of use)	3.
Engine sound	5.
Fuel economy and driving range	5.
Wheels, rims, and tires appearance and styling	5.
How well the driver seat holds you in place while cornering.	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Comfort of the rear (2nd row) seats.	5.
What are your favorite parts of your new vehicle?	Comfort
Overall audio, entertainment, and navigation system impression	3.
Transmission gear change performance (smoothness)	4.

About You

Please tell us about the vehicle you replaced (if applicable)	Honda. 2013. CR-V. Replaced Vehicle: Purchased New.
Did you purchase or lease your vehicle?	Purchase.
What year were you born?	1981
Vehicle performance	5.
Vehicle fuel economy	5.
Which, if any, influenced your purchase decision? (check all that apply)	Kelley Blue Book. Vehicle test drive. Edmunds. Consumer Reports ratings.
Please indicate the primary driver's age.	30 - 39.
Primary vehicle you were considering	Primary Considered Vehicle: New. Chrysler.

About You	
Financing options	Pacifica. 1.
Primary vehicle in your household	Pacifica. Primary Household Vehicle: Purchased New. Chrysler.
When considering this vehicle	Test drive the vehicle. Research online. Interact with dealership by email. Visit the dealership. Interact with dealership by phone.
Trade-in allowance	5.
Dealership treatment	5.
Convenience of dealership location	5.
Vehicle availability	5.
What is your primary language?	English.
Ability to test drive	5.
Vehicle styling	5.
Which of the following best describes the area you live in?	Suburban.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Price	4.
Please indicate your gender	Female.
Please indicate your ethnicity	Other (please specify). Filipino and White

Overview	
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Please explain further about your choice to recommend your vehicle	OMG! I love my Pacifica! Best mommy mobile ever!
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.

Detail on High Rated Items	
You rated comfort of the 3rd row seats (if applicable) High. Use this space to provide any specific comments you would like to share..	Grandma sat in the back she's 60, teen sat in back 16 and I did at 16 3 of us fit comfortably.
You rated overall rating of the driver seat High. Use this space to provide any specific comments you would like to share.	Hubby is 6'2" I'm 5'6" and the driver seats is perfect for both of us .
You rated ride quality High. Use this space to provide any specific comments you would like to share.	So quite compared to other minivans.

Air conditioner takes too long to get cold	
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	1,000-1,999.
Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply)	Outside temperature over 80? F. Outside temperature over 70? F.

Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle	1,000-2,999.

Engine stumbles/hesitates/surges	
Approximate mileage when trouble was first noticed was	0-999.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Please describe conditions when this trouble occurs	I live up a steep driveway and it stalls sometimes I'm going up my driveway .
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.

Contact Me	

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control. Engine.
Operation and Performance	
Operation and Performance	Air conditioner takes too long to get cold.

Customer Complaint Report

VIN	2C4RC1EG4H	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOUR NG L PLUS WAGON	
Built Date	01/24/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	6354621209
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	20057H0056
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	359739921	Report Version	1	Open Date	04/12/2017
Close Date	04/12/2017	Narrative Date	04/13/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Is there anything about your new vehicle you would like to see changed?	I would like to see it running
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Comfort of the rear (2nd row) seats.	5.
How do you feel about the durability of your new vehicle?	1.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Integration with phones	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
What is your attitude overall towards the BRAND of your new car?	1.
Ease of using system displays while driving	4.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
How well the driver seat holds you in place while cornering.	5.
How do you feel about the VALUE of your new car? (i.e.	1.
Comfort of driver headrest.	2.
Appearance of exterior paint	5.
Feel of the seat material	5.
Transmission gear change performance (smoothness)	1.
What are your favorite parts of your new vehicle?	The look
Overall rating of the driver seat	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Engine sound	5.
Fuel economy and driving range	5.
Ride quality	5.
Overall audio, entertainment, and navigation system impression	3.
Clarity of sound	5.
Comfort of driver bottom seat cushion	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Integration with media players	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	1.
Wheels, rims, and tires appearance and styling	3.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Comfort of driver seat back	5.
Ease of adjusting driver seat to desired position.	5.
Engine performance during acceleration	1.
Engine exhaust sound	5.

Engine does not idle properly: idles rough, too low, or too high

Additional Comments	The vehicle broke down and had to be towed to the dealership.
What best describes the engine idle trouble? (check all that apply)	Other engine idle trouble (please describe). The whole vehicle was shaking and then shut off. Engine would not idle Engine idling is rough.
Approximate mileage when trouble was first noticed was	1,000-1,999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.

Check Engine light indicated trouble

Approximate mileage when trouble was first noticed was	1,000-1,999.
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Check Engine light indicated trouble

Describe the engine performance issue you experienced (check all that apply)	Hesitation. Stalling. Rough idle. Lack of power. Regular gasoline.
What type of fuel do you most often put into your vehicle?	Yes.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Was the "Check Engine" light your first indication there was trouble?	Yes.

Overview

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Did you review the Owner's Information DVD?	No.
The Smartphone Application format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone only.
Please explain further about your choice to recommend your vehicle	It doesn't work
How many visits did you make to the dealer?	2 visits.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Would you recommend this vehicle to family or friends?	No.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). The vehicle has been at the dealership for 5 days and there is no resolution. We are considering asking for a different van.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Did you review the Printed User Guide?	Yes.
The information in Mopar Companion was helpful	4 (agree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Was the trouble resolved to your satisfaction?	No.
Printed User Guide covers the necessary features	4 (agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Engine power is less than expected

Approximate mileage when trouble was first noticed was	1,000-1,999.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Trouble occurs while vehicle is (check all that apply)	Cruising/holding a steady speed on an uphill grade.
Has this trouble required that the vehicle be towed to be repaired?	Yes.

Engine stumbles/hesitates/surges

What best describes the engine drivability trouble? (check all that apply)	Other engine drivability trouble (please describe). Not driveable
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Approximate mileage when trouble was first noticed was	1,000-1,999.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Between 9 and 3

Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	1,000-2,999.

What Can We Do Better?

Feedback/Concerns	I bought a brand new verhce that doesn't work. Give me one that works.
What has Chrysler done right?	Provided us with a rental car.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.
Engine Power	
Engine power	Engine power is less than expected.
Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Customer Complaint Report

VIN	2C4RC1BG5HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	05/19/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6140610182
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1336U0077
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	359958887	Report Version	2	Open Date	04/17/2017
Close Date	04/17/2017	Narrative Date	04/19/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Entertainment/Navigation System/Connectivity

Please choose your cell phone carrier	Project fi
Please choose your cell phone brand	Other.
Please tell us your cell phone model	HTC.
If known, please tell us your software version	Pixel
	Pixel
	7.1.2 Android

Overview

The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
The information in Mopar Companion was helpful	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	No.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). Said engine trouble were hiccup
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
How many visits did you make to the dealer?	2 visits.
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Would you recommend this vehicle to family or friends?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Vehicle Satisfaction Ratings

Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Comfort of driver seat back	5.
Ease of adjusting driver seat to desired position.	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Integration with media players	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Safety and visibility while driving	5.
Clarity of sound	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
How was your purchasing experience (the dealer/dealership)?	3.
What is your attitude overall towards your new car?	3.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Steering and handling (responsiveness, stability)	4.
Comfort of the rear (2nd row) seats.	4.
Engine exhaust sound	4.
How well the driver seat holds you in place while cornering.	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.

Vehicle Satisfaction Ratings	
Integration with phones	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Overall audio, entertainment, and navigation system impression	4.
Is there anything about your new vehicle you would like to see changed?	Gear shifter not to be a knob and not close to the volume dial
Engine sound	4.
Fuel economy and driving range	4.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Transmission gear change performance (smoothness)	2.
Rear view styling (rear fascia, bumper)	3.
Feel of the seat material	4.
How do you feel about the durability of your new vehicle?	3.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Ride quality	4.
Overall rating of the driver seat	5.
What are your favorite parts of your new vehicle?	Automated side doors
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
What is your attitude overall towards the BRAND of your new car?	3.
Ease of using system displays while driving	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.

About You	
Which, if any, influenced your purchase decision? (check all that apply)	Consumer Reports ratings. Edmunds. Internet research. Other (please describe). YouTube Kelley Blue Book. On-Line blogs or forums.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2005. Mercury. Mountaineer.
Convenience of dealership location	1.
Primary vehicle you were considering	2017. Sedona. Primary Considered Vehicle: New. Kia.
Trade-in allowance	4.
Dealership treatment	5.
Vehicle fuel economy	4.
Vehicle performance	5.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Price	5.
Ability to test drive	3.
Financing options	5.
Primary vehicle in your household	CX-7. Primary Household Vehicle: Purchased New. 2011. Mazda.
Please indicate the primary driver's age.	30 - 39.
Please indicate your ethnicity	English.
What is your primary language?	English.
When considering this vehicle	Interact with dealership by email. Test drive the vehicle. Research online. Interact with dealership by phone. Visit the dealership.
Did you purchase or lease your vehicle?	Purchase.
Vehicle availability	4.
Please indicate your gender	Male.
Vehicle styling	4.
Vehicle quality	5.
Which of the following best describes the area you live in?	Suburban.
What year were you born?	1980

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Entertainment/Navigation System/Connectivity.

Engine runs, then dies/stalls	
Approximate mileage when trouble was first noticed was	3,000-3,999.

Engine runs, then dies/stalls	
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 81 and 90 degrees F.
Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display is broken/not working.
Engine stumbles/hesitates/surges	
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
What best describes the engine drivability trouble? (check all that apply)	Engine has a hesitation, momentarily cuts out, or surges while accelerating.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was	3,000-3,999.
Engine trouble occurs (check all that apply)	Driving the vehicle for more than 20 minutes.
What Can We Do Better?	
Feedback/Concerns	Sale people need to be better trained about promotion
What has Chrysler done right?	Finance person Robert saved the deal give him a pay bonus
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	5,000-6,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Touchscreen Controls/Menu: Front Screen Display is broken/not working	
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs	System shuts off sound and display
Approximate mileage when trouble was first noticed was	3,000-3,999.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Customer Complaint Report

VIN	2C4RC1EG3HR5	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON	
Built Date	06/21/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6154620173
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1616H0199
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	361611199	Report Version	1	Open Date	04/29/2017
Close Date	04/29/2017	Narrative Date	05/01/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Other

Please describe conditions when this trouble occurs	1. when road is narrow or share street. 2. While driving.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Approximate mileage when trouble was first noticed was	1500 - 3999 miles.
Please describe the other trouble you experienced	1. Brake Alert: When driving in narrower street, or one way street when you need to share street, if the oncoming car slow down and give way to me, the brake alert will activated. 2. Car die in the middle of driving: There were 2 times happened while i was driving, the car dash display showed shift to P to start the engine. I realize the engine just die in the middle of road.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	3.
Integration with media players	4.
Ease of getting into and out of vehicle	3.
Ease of adjusting driver seat to desired position.	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Safety and visibility while driving	4.
Overall rating of the driver seat	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Navigation system route accuracy	2.
Steering and handling (responsiveness, stability)	4.
How was your purchasing experience (the dealer/dealership)?	3.
What is your attitude overall towards your new car?	3.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
Comfort of driver headrest.	4.
Comfort of driver bottom seat cushion	4.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
Steering wheel adjustment	4.
Engine exhaust sound	4.
Clarity of sound	3.
Comfort of driver seat back	4.
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Engine performance during acceleration	3.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Ride quality	4.
How well the driver seat holds you in place while cornering.	4.
Ease of using system displays while driving	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Integration with phones	4.
Vehicle storage and space usage	3.
What is your attitude overall towards the BRAND of your new car?	3.
Interior noise level while driving	4.
Engine sound	4.
Comfort of the rear (2nd row) seats.	4.
How do you feel about the durability of your new vehicle?	3.
Exterior design and appearance (overall impression)	4.
Feel of the seat material	4.

Welcome

Please tell us how many miles are currently on your vehicle	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	Motor Trend. Consumer Reports ratings. Car and Driver.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). Called but no solution.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Did you review the Owner's Information DVD?	No.
The Vehicle User Guide via the radio touchscreen was easy to find	2 (disagree).
Would you recommend this vehicle to family or friends?	Yes.
About You	
Please indicate your ethnicity	Prefer not to answer.
When considering this vehicle	Visit the dealership. Interact with dealership by phone. Research online. Test drive the vehicle.
Vehicle availability	1.
Ability to test drive	5.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Vehicle quality	5.
Vehicle styling	5.
Please indicate your gender	Male.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New.
Trade-in allowance	1.
Which of the following best describes the area you live in?	Urban.
Dealership treatment	5.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Convenience of dealership location	5.
Vehicle performance	5.
Please indicate the primary driver's age.	30 - 39.
Vehicle fuel economy	5.
Which, if any, influenced your purchase decision? (check all that apply)	Features/Capabilities.
Price	5.
Primary vehicle you were considering	Primary Considered Vehicle: New.
Financing options	1.
Primary vehicle in your household	Primary Household Vehicle: Purchased New.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Other. Engine.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	sliding door is obviously making noise louder than when it's new

Customer Complaint Report

VIN	2C4RC1BG6HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	04/06/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	8040610400
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0326U0532
Color	PSC	B LLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	361611822	Report Version	1	Open Date	04/28/2017
Close Date	04/28/2017	Narrative Date	05/01/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Integration with media players	5.
What is your attitude overall towards your new car?	5.
Clarity of sound	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
Transmission gear change performance (smoothness)	5.
Engine sound	5.
Fuel economy and driving range	5.
Ease of adjusting driver seat to desired position.	5.
Engine exhaust sound	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
How well the driver seat holds you in place while cornering.	5.
Comfort of the rear (2nd row) seats.	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Ease of using system displays while driving	5.
Ease of getting into and out of vehicle	5.
Ride quality	5.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Interior noise level while driving	5.
Comfort of driver seat back	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards the BRAND of your new car?	5.
Feel of the seat material	5.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Overall rating of the driver seat	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.

Engine runs, then dies/stalls

Approximate mileage when trouble was first noticed was	5,000-5,999.
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
Engine trouble occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls and you must wait before it can be restarted.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 81 and 90 degrees F.
Please describe conditions when this trouble occurs	at a traffic stop 5 mins after starting vehicle

Overview

Were the trouble(s) repaired or explained?	Fully.
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Overview	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
The Vehicle User Guides format is easy to use/understand	5 (strongly agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
How many visits did you make to the dealer?	1 visit.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	5 (very satisfied).
The Vehicle User Guide via the radio touchscreen was easy to find	5 (strongly agree).
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	7,000-9,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Customer Complaint Report

VIN	2C4RC1DG3HR	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON
Built Date	10/17/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE	Serial# 6093610666			
Transmission	DFH	9-SPD 948TE AUTO TRANS	Serial# Z2726H0802			
Color	PW7	BRIGHT WHITE CLEAR COAT				

Report Number		System Key	361612106	Report Version	1	Open Date	04/30/2017
Close Date	04/30/2017	Narrative Date	05/01/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Feel of the seat material	4.
Is there anything about your new vehicle you would like to see changed?	The AC function.
Climate control operation (function and ease of use)	3.
Engine sound	4.
How do you feel about the VALUE of your new car? (i.e.	5.
How well the driver seat holds you in place while cornering.	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
What is your attitude overall towards the BRAND of your new car?	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Clarity of sound	4.
Rear view styling (rear fascia, bumper)	5.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Engine performance during acceleration	5.
Brake responsiveness/effort	4.
Comfort of driver headrest.	4.
Comfort of driver bottom seat cushion	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	5.
Comfort of driver seat back	4.
Ease of adjusting driver seat to desired position.	4.
Overall audio, entertainment, and navigation system impression	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Overall rating of the driver seat	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
How do you feel about the durability of your new vehicle?	4.
Vehicle storage and space usage	5.
Steering and handling (responsiveness, stability)	5.
Ease of using system displays while driving	4.
Engine exhaust sound	4.

Overview

The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
The Vehicle User Guides format is easy to use/understand	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). I am waiting to see the next health review to see if it was registered.
	No.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	
Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located	
Please indicate why the controls are difficult to understand/use are in a poor location (check all that apply)	Operation of key fob is confusing/doesn't make sense. If I go to MAX AC from AC then back to AC fan should go back to AC speed set.
Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use are in a poor location (check all that apply)	Other (please describe). When going from AC to MAX AC then back to AC fan stays at MAX unless you first shut off AC then go to MAX AC, shut off MAX AC then turn on AC.
Please indicate which feature your vehicle is equipped with	Front dual HVAC control.
Detail on High Rated Items	
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	I did not get navigation because of the extremely high price. Offer it at half price and I will jump at it.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	The AC and Health Check. [REDACTED]
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
Engine runs, then dies/stalls	
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls while cruising at a steady speed.
Has this trouble required that the vehicle be towed to be repaired?	No.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 41 and 80 degrees F.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	0-999.
Engine trouble occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes. About 3 miles after leaving home driving normal in city.
Engine trouble occurs after vehicle is started at	Hot condition - after vehicle is off for less than 1 hour. I think it was less than 1 hour.
Please describe conditions when this trouble occurs	only once, D was flashing on screen, took 3 tries to restart.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Climate Control. Engine.
Controls and Switches	
Controls and Switches	Front heating, ventilation and air conditioning controls difficult to understand/use; poorly located.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle	0-999.
Are you the primary driver of this vehicle?	Yes.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
What Can We Do Better?	
Feedback/Concerns	Real time Vehicle Health Check, or any time.

Customer Complaint Report

VIN	2C4RC1BG2HF	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	06/27/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6155610561
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1666H0875
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	362269883	Report Version	1	Open Date	05/04/2017
Close Date	05/04/2017	Narrative Date	05/05/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Excessive wind noise

Please describe conditions when this trouble occurs	all the time
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed	At delivery.
Please indicate the location of the wind noise (check all that apply)	Driver's side front door. wind noise
Approximate mileage when trouble was first noticed was	0-999.

Front headlights/parking lights/fog lights/turn signal lights inoperative

Approximate mileage when trouble was first noticed was	0-999.
Please indicate which front lights were inoperative (check all that apply)	Passenger's side parking light. wire un-hooked
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Satisfaction Ratings

Ease of using system displays while driving	4.
Comfort of driver bottom seat cushion	4.
What is your attitude overall towards the BRAND of your new car?	4.
Comfort of driver headrest.	4.
Vehicle storage and space usage	5.
Overall rating of the driver seat	4.
Rear view styling (rear fascia, bumper)	5.
Appearance of exterior paint	5.
Ease of folding rear seats to desired position.	3.
Ease of adjusting rear seats to desired position.	3.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
Clarity of sound	4.
Integration with media players	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Engine sound	3.
Ride quality	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.
How well the driver seat holds you in place while cornering.	4.
Brake responsiveness/effort	3.
Steering and handling (responsiveness, stability)	3.
How do you feel about the VALUE of your new car? (i.e.	3.
What are your favorite parts of your new vehicle?	fold down seats
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Comfort of driver seat back	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Engine performance during acceleration	3.
Engine exhaust sound	3.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
How do you feel about the durability of your new vehicle?	4.
Support for popular music/video formats	3.
Comfort of the rear (2nd row) seats.	3.
Feel of the seat material	3.
Headlight illumination/performance during night-time driving	4.
Ease of adjusting driver seat to desired position.	4.
Exterior design and appearance (overall impression)	5.

Overview	
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Vehicle Exterior. Transmission and Drivetrain.

Engine stumbles/hesitates/surges	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine trouble occurs (check all that apply)	Other (please describe).
How often does this trouble occur?	Trouble occurs regularly.
Engine trouble occurs after vehicle is started at	Other (please describe).
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	0-999.

About You	
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. Chrysler. Pacifica.
Convenience of dealership location	3.
Vehicle quality	5.
Vehicle styling	5.
Vehicle availability	3.
Price	5.
Ability to test drive	1.
Vehicle performance	5.
Vehicle fuel economy	5.
Financing options	1.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Trade-in allowance	4.
Dealership treatment	5.
Did you purchase or lease your vehicle?	Purchase.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	3,000-4,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Check Engine light indicated trouble	
Additional Comments	vehicle surges at times--electronic control service---engine quits has done it twice
Describe the engine performance issue you experienced (check all that apply)	Stalling. service electronic control Surging. van surges at times when stopped and you start out
Was the "Check Engine" light your first indication there was trouble?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	0-999.

Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Wind Noise	
Wind Noise	Excessive wind noise.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
Lights	
Lights	Front headlights/parking lights/fog lights/turn signal lights inoperative.

Customer Complaint Report

VIN	2C4RC1EGXHR	Model Year	2017	Body	RUCP53	CHRYSLER PAC FICA TOUR NG L PLUS WAGON	
Built Date	12/01/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3 6L V6 24V VVT ENGINE				Serial#	6302610837
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z3226U0751
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	363179874	Report Version	1	Open Date	04/29/2017
Close Date	05/13/2017	Narrative Date	05/15/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

How do you feel about the VALUE of your new car? (i.e. Integration with phones	2.
What are your favorite parts of your new vehicle?	comfortable
Headlight illumination/performance during night-time driving	3.
Ease of folding rear seats to desired position.	3.
Ease of adjusting rear seats to desired position.	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Navigation system route accuracy	3.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	2.
Comfort of driver headrest.	3.
Exterior design and appearance (overall impression)	4.
Brake responsiveness/effort	3.
Integration with media players	2.
Location and usefulness of interior lighting	3.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Engine sound	4.
Overall rating of the driver seat	4.
Feel of the seat material	4.
How do you feel about the durability of your new vehicle?	1.
Steering and handling (responsiveness, stability)	4.
How well the driver seat holds you in place while cornering.	4.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.
What is your attitude overall towards the BRAND of your new car?	2.
Comfort of the rear (2nd row) seats.	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Engine performance during acceleration	4.
Comfort of driver seat back	4.
Ease of adjusting driver seat to desired position.	4.
Ease of using system displays while driving	2.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
Overall audio, entertainment, and navigation system impression	3.
Transmission gear change performance (smoothness)	3.
Engine exhaust sound	4.
Climate control operation (function and ease of use)	1.
Fuel economy and driving range	2.
Support for popular music/video formats	3.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Ride quality	4.
Clarity of sound	3.
Is there anything about your new vehicle you would like to see changed?	fix it
Steering wheel adjustment	3.
Safety and visibility while driving	3.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Comfort of driver bottom seat cushion	4.

Overview

Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Were the trouble(s) repaired or explained?	Fully.
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
What could FCA do to make the app easier to find?	What is this?
Would you recommend this vehicle to family or friends?	No.
Did you review the Printed User Guide?	Yes.
The Vehicle User Guide via the radio touchscreen was easy to find	1 (strongly disagree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone only.

Overview	
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	1 (very dissatisfied).
How many visits did you make to the dealer?	2 visits.
Was the trouble resolved to your satisfaction?	No.
Please explain further about your choice to recommend your vehicle	I do not trust the reliability of this vehicle
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	1 (strongly disagree).
The Vehicle User Guides format is easy to use/understand	1 (strongly disagree).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
What type of technology would you like to use when learning about your vehicle in the future?	Book/manual
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).

Engine will not start at all	
How often does this trouble occur?	Trouble occurs intermittently.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
What best describes the no start condition?	Engine does not crank at all.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was	0-999.
Please indicate when the starting trouble occurs	Other (please describe). while driving down road
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Voice Activation system broken / not working	
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Additional Comments	Poor assembly van in shop for over one week
Approximate mileage when trouble was first noticed was	0-999.

Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine stop/start function is broken/not working. Engine will not start at all. Engine stop/start function works, but is difficult to understand/use.

Engine Fuel Consumption	
Engine Fuel consumption	Fuel consumption is worse than expected.

Detail on Low Rated Items	
You rated climate control operation (function and ease of use) Low. Use this space to provide any specific comments you would like to share.	controls are complicated, windows fog over
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Controls are unclear and complicated
You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.	Vehicle died on the road at 700 miles

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Brake System. Transmission and Drivetrain. Features/Controls/Displays. Steering, Handling, and Ride.

Engine stop/start function is broken/not working	
Approximate mileage when trouble was first noticed was	0-999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Has this trouble required that the vehicle be towed to be repaired?	Yes.

Welcome	
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.

Fuel consumption is worse than expected	
How often does this trouble occur?	Trouble occurs regularly.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
Where do you do most of your driving?	Other (please describe).
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.

Fuel consumption is worse than expected	
Approximate mileage when trouble was first noticed was	0-999.
Are you using your vehicle for towing when the problem occurs?	No.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Please describe conditions when this trouble occurs	Rural driving
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	Quality / reliability
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Ignition switch broken/not working	
Please describe conditions when this trouble occurs	message said park and turn off vehicl
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please indicate what type of trouble was experienced with the ignition switch (check all that apply)	Ignition switch does not turn starter motor. van dead
Additional Comments	I have no confidence in this vehicle
Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	I feel very uncomfortable with the reliability of this vehicle
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	I am very loyal and the dealership supports me
What Can We Do Better?	
What has Chrysler done right?	stood by us to get initial problem fixed
Feedback/Concerns	better assembly practices
Features and Controls	
Features and Controls	Ignition switch. Voice Activation System.
Ignition switch	
Ignition switch	Ignition switch broken/not working.
Voice Activation System	
Voice Activation System	Voice Activation system broken / not working.
Engine stop/start function works, but is difficult to understand/use	
Has this trouble required that the vehicle be towed to be repaired?	Yes.

Customer Complaint Report

VIN	2C4RC1DG6HR	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON	
Built Date	04/29/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6107610866
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z111111111
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	363179751	Report Version	1	Open Date	04/29/2017
Close Date	05/13/2017	Narrative Date	05/15/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Abnormal odors coming from engine

To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Please describe conditions when this trouble occurs	Smells like something's burning
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	0-999.
Has this trouble required that the vehicle be towed to be repaired?	No.
Engine odor occurs while vehicle is (check all that apply)	City driving/stop-and-go traffic.

Fuel consumption is worse than expected

Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
Where do you do most of your driving?	Combination of city/highway driving.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was	0-999.
Are you using your vehicle for towing when the problem occurs?	No.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Please describe conditions when this trouble occurs	It pulls. Slows down
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Electronic Engine Controls (Check Engine)

Electronic Engine Controls ("Check Engine")	"Check Engine" light indicated trouble.
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Engine Odors

Engine Odors	Abnormal odors coming from engine.
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Engine Noise (abnormal)

Engine Noise (abnormal)	Engine makes abnormal/excessive noises.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Engine. Transmission and Drivetrain.
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Engine Fuel Consumption

Engine Fuel consumption	Fuel consumption is worse than expected.
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Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	More than 10,000.

Engine Driveability (stumbles/hesitates/surges)

Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
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Engine Stalling

Engine Stalling	Engine runs, then dies/stalls.
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Customer Complaint Report

VIN	2C4RC1EG6H	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON	
Built Date	08/15/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6154610591
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1896H0741
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	363378374	Report Version	1	Open Date	05/16/2017
Close Date	05/16/2017	Narrative Date	05/16/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Overview

How many visits did you make to the dealer?	1 visit.
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Did you review the Printed User Guide?	Yes.
Please explain further about your choice to recommend your vehicle	We believe in Chrysler, this is our 6th or 7th van.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Owner's Information DVD?	No.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). If occurs again, bring back immediately.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
The Vehicle User Guides format is easy to use/understand	4 (agree).

Vehicle Satisfaction Ratings

Engine sound	4.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.
Overall rating of the driver seat	5.
What are your favorite parts of your new vehicle?	Like it all.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Ease of using system displays while driving	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Comfort of driver seat back	5.
Interior noise level while driving	3.
Interior comfort, design and appearance of interior (overall impression)	5.
Comfort of driver headrest.	4.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Comfort of driver bottom seat cushion	5.
Rear view styling (rear fascia, bumper)	5.
Integration with media players	4.
Clarity of sound	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.

Vehicle Satisfaction Ratings	
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Ease of adjusting driver seat to desired position.	5.
Vehicle storage and space usage	5.
Engine performance during acceleration	4.
Engine exhaust sound	4.
How well the driver seat holds you in place while cornering.	4.
What is your attitude overall towards the BRAND of your new car?	5.
Feel of the seat material	5.
Is there anything about your new vehicle you would like to see changed?	Nothing.
How do you feel about the VALUE of your new car? (i.e.	5.
Ease of getting into and out of vehicle	5.
Ride quality	5.
Comfort of the rear (2nd row) seats.	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.

About You	
Which, if any, influenced your purchase decision? (check all that apply)	Dealership information. Previous experience with the vehicle/brand. Value for the money. Vehicle test drive. Dealer/Salesperson interaction.
When considering this vehicle	Visit the dealership.
Please indicate your ethnicity	White.
Primary vehicle you were considering	Primary Considered Vehicle: New. 2016. Chrysler. Town & Country.
Which of the following best describes the area you live in?	Rural.
Trade-in allowance	1.
Dealership treatment	1.
Did you purchase or lease your vehicle?	Purchase.
Vehicle fuel economy	1.
Vehicle performance	1.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Please tell us about the vehicle you replaced (if applicable)	Chrysler. Replaced Vehicle: Purchased New. Town & Country. 2013.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Desired a 2017.
Convenience of dealership location	1.
Financing options	1.
Please indicate the primary driver's age.	70 - 79.
What is your primary language?	English.
Vehicle quality	1.
Vehicle styling	1.
Primary vehicle in your household	Dodge. Primary Household Vehicle: Purchased New. Ram 1500. 2001.
Price	1.
Vehicle availability	1.
Ability to test drive	1.
Please indicate your gender	Male.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Engine runs, then dies/stalls	
Approximate mileage when trouble was first noticed was	0-999.
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle. t is a whining noise upon acceleration, but quits upon warming up.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	No.
How often does this trouble occur?	Trouble occurs regularly.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls while cruising at a steady speed. This happened twice, but has not happened in the last 5000 minutes. We were told at the dealership, if it happens again to bring it in immediately.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures. It sounds like a wind-up toy.

Engine makes abnormal/excessive noises	
Approximate mileage when trouble was first noticed was	0-999.
Has this trouble required that the vehicle be towed to be repaired?	No.
Engine noise occurs while vehicle is (check all that apply)	Accelerating.
Engine noise sounds like (check all that apply)	Other noise (please describe). Whine.
Engine noise occurs (check all that apply)	Within first 5 minutes after starting vehicle.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.

Detail on High Rated Items	
You rated your purchasing experience (at the dealer/dealership) High . Use this space to provide any specific comments you would like to share.	Twin City Dodge, Chrysler, Jeep in Lafayette, IN, is A-one in our book!

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Vehicle Exterior.

Welcome	
Please tell us how many miles are currently on your vehicle	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.

What Can We Do Better?	
What has Chrysler done right?	Made a great van.

Customer Complaint Report

VIN	2C4RC1EG0H	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON	
Built Date	06/27/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6163611042
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1666H0874
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	363660925	Report Version	1	Open Date	05/17/2017
Close Date	05/17/2017	Narrative Date	05/18/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Engine sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Overall rating of the driver seat	5.
Integration with phones	2.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Integration with media players	2.
Exterior design and appearance (overall impression)	5.
Comfort of the rear (2nd row) seats.	5.
Feel of the seat material	5.
Overall audio, entertainment, and navigation system impression	5.
Brake responsiveness/effort	5.
What are your favorite parts of your new vehicle?	storage
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ride quality	5.
Engine exhaust sound	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Ease of using system displays while driving	4.
Comfort of driver seat back	5.
Ease of adjusting driver seat to desired position.	5.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
How do you feel about the durability of your new vehicle?	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Is there anything about your new vehicle you would like to see changed?	would like double glove box like was in the Town & Country
Clarity of sound	5.
Steering and handling (responsiveness, stability)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards the BRAND of your new car?	5.
How well the driver seat holds you in place while cornering.	5.

About You

Which of the following best describes the area you live in?	Rural.
Please tell us about the vehicle you replaced (if applicable)	2014. Replaced Vehicle: Purchased New. Chrysler. Town & Country.
Dealership treatment	3.
When considering this vehicle	Visit the dealership.
Please indicate your ethnicity	White.
Convenience of dealership location	3.
Primary vehicle you were considering	Enclave. Primary Considered Vehicle: New.

About You	
	2016.
	Buick.
Vehicle availability	3.
Price	5.
Vehicle quality	4.
Vehicle styling	4.
What is your primary language?	English.
Please indicate your gender	Female.
Which, if any, influenced your purchase decision? (check all that apply)	Previous experience with the vehicle/brand. Price/Purchase Terms/Financing.
Primary vehicle in your household	Pacifica. Chrysler. Primary Household Vehicle: Purchased New.
Trade-in allowance	4.
Did you purchase or lease your vehicle?	Purchase.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Financing options	1.
Ability to test drive	3.
Vehicle performance	4.
Vehicle fuel economy	4.
Please indicate the primary driver's age.	70 - 79.

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
How many visits did you make to the dealer?	5 or more visits.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Please explain further about your choice to recommend your vehicle	drives good, rides excellent and has a lot of room. Also very nice looking vehicle.
Was the trouble resolved to your satisfaction?	No.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Did you review the Owner's Information DVD?	No.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). reset fuel code 2 different times, then light came back on. Had to order a part to fix it, said it was backordered and part never came in while we were in Florida, brought it back to selling dealer, they worked on it, light stayed off about a month, now is back on again.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. bought vehicle in KY was in Florida for the winter
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Check Engine light indicated trouble	
Was the "Check Engine" light your first indication there was trouble?	Yes.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	4,000-4,999.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Describe the engine performance issue you experienced (check all that apply)	Stalling. did not want to start first time, had to restart

Welcome	
Please tell us how many miles are currently on your vehicle	7,000-9,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.

Contact Me	
	check engine light keeps coming on.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Customer Complaint Report

VIN	2C4RC1DGXHR5	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
Built Date	04/21/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6104621044
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1026U0197
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	363790536	Report Version	1	Open Date	05/18/2017
Close Date	05/18/2017	Narrative Date	05/19/2017	Category		Mileage	0

Dealer	41622		Phone	
Dealer City		State	ZIP	
Dealer Zone	ZZ			

Detail on High Rated Items

You rated comfort of driver bottom seat cushion High. Use this space to provide any specific comments you would like to share.	easy to adjust
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	easy of driving and handling
You rated comfort of driver seat back High. Use this space to provide any specific comments you would like to share.	great back support
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	very accommodating, wait time is long but able to get a good deal
You rated engine sound High. Use this space to provide any specific comments you would like to share.	quiet
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	very good sound
You rated ride quality High. Use this space to provide any specific comments you would like to share.	fun to drive
You rated engine exhaust sound High. Use this space to provide any specific comments you would like to share.	quiet
You rated wheels, rims, and tires appearance and styling High. Use this space to provide any specific comments you would like to share.	nice design
You rated rear view styling (rear fascia, bumper) High. Use this space to provide any specific comments you would like to share.	slim
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	very reliable
You rated steering and handling (responsiveness, stability) High. Use this space to provide any specific comments you would like to share.	fun to drive, drives like a car
You rated ease of adjusting driver seat to desired position High. Use this space to provide any specific comments you would like to share.	easy to adjust to the right level

Detail on Low Rated Items

You rated comfort of driver headrest High. Use this space to provide any specific comments you would like to share..	not comfortable at all, hard and not cushy, not supporting head while driving. I feel Toyota sienna head rest are the best by far.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	not able to open third row window and head rests are not comfortable

Overview

Please explain further about your choice to recommend your vehicle	too many recalls/updates on such a new vehicle, doubt that it is reliable down the road.
The Smartphone Application format is easy to understand and use	4 (agree).
Would you recommend this vehicle to family or friends?	No.
How many visits did you make to the dealer?	1 visit.
Were the trouble(s) repaired or explained?	Fully.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Did you review the Printed User Guide?	Yes.
Why wasn't the information in Mopar Companion easy to find and access?	take too long to load, need updates on the features to make it more easy to use
Printed User Guide format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please provide feedback on how Chrysler can improve the Smartphone Application	take too long to load, a waste of time for information.
The information in Mopar Companion was helpful	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	2 (dissatisfied).

Overview	
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Did you review the Owner's Information DVD?	No.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. stevens creek
About You	
Please tell us about the vehicle you replaced (if applicable)	2007. Toyota. Camry.
Price	5.
Which, if any, influenced your purchase decision? (check all that apply)	Vehicle test drive. Image that the vehicle portrays. Manufacturers website. Features/Capabilities. Dealership information. Price/Purchase Terms/Financing.
Vehicle quality	5.
Vehicle styling	5.
Please indicate the primary driver's age.	30 - 39.
Primary vehicle you were considering	Primary Considered Vehicle: New. Toyota. 2017. Sienna.
Financing options	1.
When considering this vehicle	Test drive the vehicle. Interact with dealership by email. Research online. Visit the dealership.
What is your primary language?	English.
Vehicle fuel economy	5.
Did you purchase or lease your vehicle?	Purchase.
Convenience of dealership location	5.
Vehicle performance	5.
What year were you born?	
Trade-in allowance	1.
Which of the following best describes the area you live in?	Urban.
Dealership treatment	5.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Please indicate your gender	Female.
Please indicate your ethnicity	Prefer not to answer.
Ability to test drive	5.
Vehicle availability	4.
Vehicle Satisfaction Ratings	
Steering wheel adjustment	4.
What is your attitude overall towards your new car?	4.
How was your purchasing experience (the dealer/dealership)?	5.
Feel of the seat material	3.
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Rear view styling (rear fascia, bumper)	5.
Interior comfort, design and appearance of interior (overall impression)	4.
How well the driver seat holds you in place while cornering.	4.
Is there anything about your new vehicle you would like to see changed?	head rest
Overall audio, entertainment, and navigation system impression	3.
Integration with phones	3.
Integration with media players	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Clarity of sound	5.
Vehicle storage and space usage	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Ease of adjusting driver seat to desired position.	5.
Ease of using system displays while driving	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Comfort of driver bottom seat cushion	5.
Engine exhaust sound	5.

Vehicle Satisfaction Ratings	
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	5.
Comfort of driver headrest.	1.
Comfort of driver seat back	5.
Overall rating of the driver seat	4.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
What is your attitude overall towards the BRAND of your new car?	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Location and usefulness of interior lighting	3.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Ride quality	5.
Comfort of the rear (2nd row) seats.	5.
What are your favorite parts of your new vehicle?	satellite radio and no blind spots
Navigation system route accuracy	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Engine sound	5.

Slips/will not engage gear properly/shifts erratically	
Approximate mileage when trouble was first noticed was	8,000-8,999.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Additional Comments	Vehicle stalled on the freeway, dealer fix it
Are you using your vehicle for towing when the problem occurs?	No.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure. there's a click sound when the gear is shifting for pick up speed

Hesitation or delay when shifting between gears	
Has this trouble required that the vehicle be towed to be repaired?	No.
Additional Comments	vehicle stalled on the freeway, but restarted again and dealer fix problem with transmission.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Approximate mileage when trouble was first noticed was	7,000-7,999.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Normal acceleration.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.

What Can We Do Better?	
What has Chrysler done right?	Good innovation and technology
Feedback/Concerns	provide immediate notification for recalls and more service site and personnel to service vehicle

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Vehicle Exterior. Transmission and Drivetrain.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	7,000-9,999.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Hesitation or delay when shifting between gears.

Customer Complaint Report

VIN	2C4RC1DG6H	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON
Built Date	06/18/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE			Serial#	6148610736
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	Z1606H0375
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

Report Number		System Key	363790903	Report Version	1	Open Date	05/18/2017
Close Date	05/18/2017	Narrative Date	05/19/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Engine will not start at all

Approximate mileage when trouble was first noticed was	0-999.
What best describes the no start condition?	Other (please describe).
Please indicate when the starting trouble occurs	Cold condition - first start of the day or after vehicle is off for 6+ hours. 3 incidents occurred on first start of the day
	Other (please describe). One incident occurred while driving-Engine shut down while in traffic.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Please describe conditions when this trouble occurs	First incident was 10 days after purchase!!
What type of fuel do you most often put into your vehicle?	Regular gasoline.

About You

Primary vehicle in your household	2007. Dodge. Primary Household Vehicle: Purchased Used. Ram 2500.
Vehicle styling	4.
Vehicle quality	4.
Please indicate the primary driver's age.	60 - 69.
Which, if any, influenced your purchase decision? (check all that apply)	Internet research. Previous experience with the vehicle/brand. Lifestyle. Kelley Blue Book. Vehicle test drive. Consumer Reports ratings.
Price	4.
Financing options	4.
When considering this vehicle	Interact with dealership by phone. Test drive the vehicle. Interact with dealership by email. Visit the dealership. Research online.
Please indicate your gender	Male.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Vehicle availability	4.
Please tell us about the vehicle you replaced (if applicable)	Dodge. Grand Caravan. 2012. Replaced Vehicle: Purchased New.
Ability to test drive	4.
Vehicle performance	4.
Convenience of dealership location	4.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Vehicle fuel economy	3.
Trade-in allowance	4.
Dealership treatment	4.
Which of the following best describes the area you live in?	Rural.
Please indicate your ethnicity	

Overview

Did you review the Owner's Information DVD?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide covers the necessary features	2 (disagree).
Would you recommend this vehicle to family or friends?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. Have not been able to fix to date. Took to a different dealer. vehicle had to be towed while we were out of town. then we had to take it back because it was not actually fixed and cut off while driving in traffic.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Information on the DVD is easy to find and access	2 (disagree).

Overview	
Was the trouble resolved to your satisfaction?	No.
Did you review the Printed User Guide?	Yes.
Please provide feedback on how Chrysler can improve the Printed User Guide	No info on check engine lights or text messages you may receive. Need "generic information", then list "Options and how to use"
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Please provide feedback on how Chrysler can improve the Smartphone Application	Not enough experience to comment - as we've not been in possession of car long enough to have an opinion.
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
How many visits did you make to the dealer?	5 or more visits.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
What have you used to view your DVD? (check all that apply)	Home DVD Player.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Please explain further about your choice to recommend your vehicle	At this time-I have no confidence in THIS Pacifica. I do not know if it is a LEMON or the functionality of the car. To have a brand new car need to be towed when you have had it 10 days is disconcerting. To have it repeatedly non-functioning to the point of not trusting to drive it, is ridiculous. This vehicle has been in the shop 16 out of the 41 days since we purchased it. We have lost power crossing 6 lanes of traffic- that is dangerous to say the least. The car is currently in the shop (5 days) and they have been unable to fix to date. And I am not confident if they say it is fixed to go on a trip or transport my grandchildren in a vehicle that is unreliable.
Information in the Printed User Guide is easy to find and access	2 (disagree).
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	2 (dissatisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). research online
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
DVD format is easy to understand and use	3 (neither agree nor disagree).
The information in Mopar Companion was helpful	3 (neither agree nor disagree).
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). vehicle has been in shop 16 out of 41 days since purchase!!!
Check Engine light indicated trouble	
Was the "Check Engine" light your first indication there was trouble?	Yes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Describe the engine performance issue you experienced (check all that apply)	Other (please describe). see above Lack of power. see above
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Approximate mileage when trouble was first noticed was	0-999.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Additional Comments	Vehicle has been towed twice!And been in Service depts. 16 out of 41 days since purchase! We have had completed loss of power while driving, as well as inability to start & inability to turn car off.
Engine stop/start function is broken/not working	
Please describe conditions when this trouble occurs	Other- engine has shut off while driving-in traffic. Also rec'd STOP ENGINE-SHUT OFF text
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was	0-999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Additional Comments	Vehicle has been in shop 16 out of 41 days since purchase!!
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Transmission and Drivetrain. Engine. Steering, Handling, and Ride. Other. Brake System.
Ignition switch broken/not working	
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate what type of trouble was experienced with the ignition switch (check all that apply)	Other (please describe). would not crank-RUN engaged & unable to turn car off. Had to be towed.
Please describe conditions when this trouble occurs	routine cranking

Other	
Approximate mileage when trouble was first noticed was	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please describe the other trouble you experienced	Transmission module has been replaced-gear shift sensor has been replaced - computer system has been "rebooted"- Still having problems. Has been towed twice - has been in shop 16 out of 41 days since purchase. Service centers have put more miles on vehicle than we have! First problem occurred 10 days after purchase! WE have lost confidence in this vehicle.
Welcome	
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Vehicle Satisfaction Ratings	
What is your attitude overall towards the BRAND of your new car?	3.
What is your attitude overall towards your new car?	1.
Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine will not start at all. Engine stop/start function is broken/not working.
What Can We Do Better?	
What has Chrysler done right?	Have not had a good experience with this vehicle --
Feedback/Concerns	Have not had a good experience with this vehicle --
Cruise control system is broken/not working	
Please describe conditions when this trouble occurs	When cruise is engaged
Approximate mileage when trouble was first noticed was	0-999.
Please indicate what type of trouble was experienced with the cruise control system (check all that apply)	Other (please describe). rough transition changing gears-tach goes from 1200 to 3500 when shifting gears.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	please read comments [REDACTED]
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
Ignition switch	
Ignition switch	Ignition switch broken/not working.
Features and Controls	
Features and Controls	Ignition switch. Cruise control system.
Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	You probably DON'T want to hear what's on my mind right now!! I will reserve opinions once problems are resolved or Chrysler agrees to swap vehicles since this one has had so many problems.
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
Cruise control system	
Cruise control system	Cruise control system is broken/not working.

Customer Complaint Report

VIN	2C4RC1DG2HF	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON
Built Date	06/21/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE	Serial# 6154620299			
Transmission	DFH	9-SPD 948TE AUTO TRANS	Serial# Z1606U0918			
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

Report Number		System Key	363927744	Report Version	1	Open Date	05/20/2017
Close Date	05/20/2017	Narrative Date	05/22/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Engine runs, then dies/stalls

Additional Comments	The vehicle is currently in the shop for this issue.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls while decelerating. Engine dies/stalls, but can be immediately restarted. The engine has stalled while the vehicle is in motion twice.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Engine trouble occurs (check all that apply)	Driving the vehicle for more than 20 minutes. Driving the vehicle more than 5 minutes but less than 20 minutes.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	10,000 or above.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	Yes.

Rear sliding doors are broken/not working

Please describe conditions when this trouble occurs	This is an intermittent issue that lasts a few days the resumes normal operation.
Please indicate which rear sliding door is broken/not working (check all that apply)	Driver's side rear sliding door.
Approximate mileage when trouble was first noticed was	2,000-2,999.
Please describe the trouble you experienced (check all that apply)	Sliding door does not activate remotely. Other (please describe). The electronic door stopped opening automatically and had to be opened manually.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.

Vehicle Satisfaction Ratings

What is your attitude overall towards the BRAND of your new car?	1.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	4.
Comfort of driver headrest.	3.
Fuel economy and driving range	4.
Overall audio, entertainment, and navigation system impression	4.
Feel of the seat material	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	4.
Comfort of the rear (2nd row) seats.	4.
Integration with phones	3.
Clarity of sound	4.
Is there anything about your new vehicle you would like to see changed?	It would be nice to have floor illumination so we could see into the floor storage easier. We also would like a skid guard on the bumper to protect the paint when loading and unloading cumbersome items (like strollers).
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	5.
How was your purchasing experience (the dealer/dealership)?	5.
Appearance of exterior paint	5.
What is your attitude overall towards your new car?	1.
How do you feel about the VALUE of your new car? (i.e.	2.
How well the driver seat holds you in place while cornering.	4.
Rear view styling (rear fascia, bumper)	3.
Ease of adjusting rear seats to desired position.	4.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Support for popular music/video formats	3.
Engine performance during acceleration	3.
Overall rating of the driver seat	4.
Exterior design and appearance (overall impression)	5.
Climate control operation (function and ease of use)	5.
Transmission gear change performance (smoothness)	2.
Engine exhaust sound	3.
Brake responsiveness/effort	5.
Engine sound	3.

Vehicle Satisfaction Ratings

Safety and visibility while driving	4.
Comfort of driver bottom seat cushion	4.
What are your favorite parts of your new vehicle?	Space, technology
How do you feel about the durability of your new vehicle?	1.
Integration with media players	3.
Ease of folding rear seats to desired position.	3.
Ease of using system displays while driving	4.
Location and usefulness of interior lighting	4.
Steering and handling (responsiveness, stability)	4.
Ease of adjusting driver seat to desired position.	5.
Head/leg/foot room	4.
Comfort of driver seat back	4.
Vehicle storage and space usage	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.

Instrument panel illumination/warning/indicator lights broken/not working

To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was	3,000-3,999.
Additional Comments	Wha have taken the vehicle to the dealership to have these issues addressed but they still occur intermittently.
Please describe in the box below where on the instrument panel/dashboard the trouble with broken/damaged materials is located	This includes the dash screen and steering wheel controls.
Please indicate which of the following best describes your concern (check all that apply)	Instrument panel illumination broken/not working. When starting the car the instrument panel will not illuminate.

Hard controls/menus: Front Screen Display is broken/not working

Approximate mileage when trouble was first noticed was	1,000-1,999.
Additional Comments	We have taken the van in to have this issue addressed. The dealership performed various updates and fixes to the computer but issues continue to happen.
Please indicate your concern with front screen display (check all that apply)	Other (please describe). Sometimes it doesn't come on when the vehicle starts.
How often does this trouble occur?	Trouble occurs intermittently.

About You

Ability to test drive	4.
Vehicle availability	4.
What is your primary language?	English.
Please tell us about the vehicle you replaced (if applicable)	Nissan. Replaced Vehicle: Purchased New. 2015. Rogue. 2. Female.
Financing options	
Please indicate your gender	
What year were you born?	
Which, if any, influenced your purchase decision? (check all that apply)	Dealer/Salesperson interaction. Value for the money. Consumer Reports ratings. Features/Capabilities. Vehicle test drive. Price/Purchase Terms/Financing. 2002. Camaro. Chevrolet. Primary Household Vehicle: Purchased Used. 30 - 39. Interact with dealership by phone. Test drive the vehicle. Visit the dealership. Research online. Interact with dealership by email.
Primary vehicle in your household	
Please indicate the primary driver's age.	
When considering this vehicle	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Ease of use. I have rheumatoid arthritis.
Convenience of dealership location	2.
Vehicle quality	5.
Which of the following best describes the area you live in?	Suburban.
Primary vehicle you were considering	2017. Primary Considered Vehicle: New. Honda. Odyssey.
Price	5.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please indicate your ethnicity	
Trade-in allowance	5.
Dealership treatment	5.
Did you purchase or lease your vehicle?	Purchase.
Vehicle styling	3.
Vehicle fuel economy	4.
Vehicle performance	5.

Overview	
Please explain further about your choice to recommend your vehicle	I love our van when it's working but it has been in the shop so many times for an issue that is potentially dangerous that I am terrified to drive my kids in it. I have also had a horrible time dealing with Chrysler Corporate customer service. Just based on my customer service experience so far I would never recommend this vehicle to anyone. The added issue make make me regret purchasing this vehicle.
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Did you review the Owner's Information DVD?	No.
How many visits did you make to the dealer?	4 visits.
Did you review the Printed User Guide?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). The dealership has not been able to find a solution.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Would you recommend this vehicle to family or friends?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. Took to a different dealer. We are currently traveling outside of the state and have had to take the vehicle into a dealership in Ohio multiple times. The vehicle is currently in the shop for engine stalling.
Was the trouble resolved to your satisfaction?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The Vehicle User Guides format is easy to use/understand	4 (agree).
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Detail on Low Rated Items	
You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.	We have had the van for less than a year (~8 months) and it has already been in the shop 4 times, twice for potentially dangerous issues.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The electrical system has had many issues and the engine and transmission performance has been inconsistent.
You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.	Because of the issues we have had with this van and with Chrysler Corporate customer service it is often extremely difficult to have warm feelings about it.
You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.	Our dealings with Chrysler Corporate customer service have been horrible. We are extremely unhappy with how we have been treated.
What Can We Do Better?	
Feedback/Concerns	We purchased our Pacifica because we were having a third child and needed a vehicle that could accommodate 3 car seats. We loved the safety features, technology, and price point. I have rheumatoid arthritis so the electric side doors and lift gate were a must. We loved the space and the smooth and quiet drive. However, the issues we have been having with this van have made us unable to feel safe driving our family in it. It has stalled twice while in motion with our children inside of it. So far, the dealership mechanics have acknowledged that there is an issue but they do not know what to do to fix it. That issue alone is enough for me to want to get rid of it, but the experience we have had with Chrysler Corporate customer service has made me question whether your company truly cares about your customers. We have been ignored, lied to, dismissed, and hung up on. These experiences have made us feel as if the health and safety of our family means less than your company's profits. At present, our van is sitting at the dealership awaiting service for the engine stalling while the car was in motion. We are driving a rental car that is not large enough to fit all of our kids. We are paying for a van that we are not able to drive.
What has Chrysler done right?	The van looks nice and has great features for the price point.
Reverse-camera is broken/not working	
Approximate mileage when trouble was first noticed was	2,000-2,999.
Please indicate what type of trouble was experienced with the reverse-camera (check all that apply)	System does not turn on. When put in reverse the camera will not operate.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Additional Comments	This issue happens every few weeks to months.
How often does this trouble occur?	Trouble occurs intermittently.
Displays and Instruments	
Displays and Instruments	Instrument panel illumination/warning/indicator lights broken/not working.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Vehicle Exterior. Features/Controls/Displays. Entertainment/Navigation System/Connectivity.

Vehicle Issues/Things Gone Wrong	
	Engine.
Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	7
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	AT&T Mobile.
Detail on High Rated Items	
You rated operating controls while driving (gear selector, turn signals, horn, etc.) High. Use this space to provide any specific comments you would like to share. You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share. You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share. You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share. We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations. You rated ease of adjusting driver seat to desired position High. Use this space to provide any specific comments you would like to share. You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share. You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share. You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share. You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	As I previously stated I am not very tall so having easily accessible controls are important. The cockpit is just as comfortable for me as it is for my husband. We love the color of our van. When you first wash it it is a sight to see. We love the stow and go seating but we really love that the space can be used for extra kid stuff storage. The sales associate at the dealership was amazing. He wasn't pushy or aggressive. The finance department were efficient and extremely helpful. We absolutely love the technology that this van offers. I'm only 5'2 so it was nice to be able to easily adjust the seat that will accommodate me as well as my much taller husband quickly. My husband is a muscle car enthusiast so he really like the sleek and aggressive styling. The light and grill design is beautiful. The van is beautiful and we have received quite a few inquiries about it when we go out. We have had quite a few compliments about how it doesn't look like a minivan. When we test drove this vehicle we had a car cut across 2 lanes of traffic in front of us. If it weren't for the responsiveness of the breaks and steering we could have been in a bad accident. We made the decision to buy the van then.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you. Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	I would like to discuss the stalling issue and the horrible customer service we have received. My number is [REDACTED]. Yes.
Rear Sliding Doors	
Rear Sliding Doors	Rear sliding doors are broken/not working.
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display is broken/not working.
Features and Controls	
Features and Controls	Built-in Reverse-camera.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Reverse-Camera	
Reverse-Camera	Built-in Reverse-camera is broken/not working.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Customer Complaint Report

VIN	2C4RC1DG6H	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON	
Built Date	04/27/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6113610912
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1026U0430
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	364388798	Report Version	1	Open Date	05/24/2017
Close Date	05/24/2017	Narrative Date	05/25/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Ease of adjusting rear seats to desired position.	3.
Ease of folding rear seats to desired position.	3.
Engine sound	4.
Fuel economy and driving range	4.
Is there anything about your new vehicle you would like to see changed?	sun visors, seat comfort, auto trans shifting, storage
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Integration with phones	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Clarity of sound	5.
Integration with media players	5.
What are your favorite parts of your new vehicle?	nice ride, lots of cargo space.
How well the driver seat holds you in place while cornering.	4.
Rear view styling (rear fascia, bumper)	4.
Safety and visibility while driving	4.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Navigation system route accuracy	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	5.
Engine performance during acceleration	3.
Exterior design and appearance (overall impression)	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards the BRAND of your new car?	4.
Brake responsiveness/effort	4.
Overall audio, entertainment, and navigation system impression	5.
Comfort of driver bottom seat cushion	1.
Vehicle storage and space usage	3.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	5.
Ride quality	5.
Comfort of the rear (2nd row) seats.	3.
Steering and handling (responsiveness, stability)	4.
Comfort of driver seat back	4.
Ease of adjusting driver seat to desired position.	4.
Ease of using system displays while driving	5.
Overall rating of the driver seat	2.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
How do you feel about the durability of your new vehicle?	4.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Comfort of driver headrest.	4.
Transmission gear change performance (smoothness)	3.
Engine exhaust sound	4.
Feel of the seat material	4.

Overview

The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Did you review the Owner's Information DVD?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	Boost Mobile.
If known, please tell us your software version	android
Please choose your cell phone brand	L.G.
Engine runs, then dies/stalls	
Engine trouble occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes. Its an acceleration hesitation at times.
Engine trouble occurs after vehicle is started at	Other (please describe). varies
Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	At delivery.
How often does this trouble occur?	Trouble occurs intermittently.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls while accelerating. ts an acceleration hesitation at times mostly when starting from a stop or slow speed.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures. It hesitates sometimes not all the time.
Please describe conditions when this trouble occurs	from a stop or slow speed.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Engine. Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.
What Can We Do Better?	
What has Chrysler done right?	Its a great vehicle at a reasonable price.Good gas mileage, good ride and handling.
Feedback/Concerns	Drivers seat could be more comfortable.
Shifts at wrong times	
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. Not sure. When stopping it doesn't seem to down shift into low until you start to accelerate. 2nd Gear.
Approximate mileage when trouble was first noticed was	0-999.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Has this trouble required that the vehicle be towed to be repaired?	No.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	City driving/stop-and-go traffic. Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
To the best of your recollection, the trouble was first noticed	At delivery.
Engine loses power when air conditioning is on	
Engine trouble occurs while vehicle is (check all that apply)	Accelerating. ts an acceleration hesitation at times mostly when starting from a stop or slow speed. Going up an incline. sometimes
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed	At delivery.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	0-999.
Sun Visor has gaps/poor fit	
Please indicate which Sun Visor you are having a concern with.	Both sides. too short for front and doesn't work well for side windows
Additional Comments	When turned for side widow the angle of visor is wrong. Also not full blocking of sun for front window.
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	At delivery.
About You	
Which, if any, influenced your purchase decision? (check all that apply)	Previous experience with the vehicle/brand. Image that the vehicle portrays. Value for the money. Vehicle test drive. Internet research. Features/Capabilities. Manufacturers website.

About You	
What year were you born?	1980
Primary vehicle you were considering	2016. Primary Considered Vehicle: New. Sienna. Toyota. Dodge. Grand Caravan.
Please tell us about the vehicle you replaced (if applicable)	Primary Household Vehicle: Purchased Used. Jeep.
Primary vehicle in your household	4.
Price	60 - 69.
Please indicate the primary driver's age.	Suburban.
Which of the following best describes the area you live in?	4.
Vehicle availability	Interact with dealership by phone.
When considering this vehicle	Visit the dealership.
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	Male
Vehicle fuel economy	3.
Trade-in allowance	1.
Please indicate your ethnicity	Hispanic
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
What is your primary language?	English.
Vehicle styling	3.
Convenience of dealership location	4.
Glove box is difficult to open/close	
Please indicate which of the following best describes your concern (check all that apply)	Difficult to open. hard to reach opening handle
Please indicate why the glove box is difficult to open/close (check all that apply)	Latch/lock operation.
To the best of your recollection, the trouble was first noticed	At delivery.
Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs regularly.
Detail on High Rated Items	
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	best price in its category - minivans
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	Lights the nite sky well I just hope it doesn't blind oncoming traffic.
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	it just sounds great, tone , volume all good.
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	super nice glass like finish is superior
You rated clarity of sound High. Use this space to provide any specific comments you would like to share.	good base
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	Having both touchscreen and press buttons for heater operation etc. is a good thing.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The ride and handling of suspension is excellent. Also the engine has plenty of power for van.
You rated integration with media players High. Use this space to provide any specific comments you would like to share.	works well
Detail on Low Rated Items	
You rated comfort of driver bottom seat cushion Low. Use this space to provide any specific comments you would like to share.	Needs to softer or have memory foam. My 2000 Dodge grand caravan had a much more comfortable drivers seat.
Automatic Transmission	
Automatic Transmission	Shifts at wrong times.
Engine Power	
Engine power	Engine loses power when air conditioning is on.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle	5,000-6,999.
Are you the primary driver of this vehicle?	Yes.
Operation and Functionality	
Operation and Functionality	Glove box is difficult to open/close.
Appearance	

Appearance	
Appearance	Sun Visor has gaps/poor fit.

Customer Complaint Report

VIN	2C4RC1DG6HR2	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON	
Built Date	04/20/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6099610894
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0966U0640
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	365786202	Report Version	1	Open Date	05/23/2017
Close Date	06/06/2017	Narrative Date	06/07/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Were the trouble(s) repaired or explained?	Fully.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	4 (agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
How many visits did you make to the dealer?	1 visit.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.
The Vehicle User Guides format is easy to use/understand	4 (agree).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. Took to local dealer
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).

What Can We Do Better?

Feedback/Concerns	Put charging ports in 2nd row seating
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Check Engine light indicated trouble

Was the "Check Engine" light your first indication there was trouble?	Yes.
Approximate mileage when trouble was first noticed was	7,000-7,999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Describe the engine performance issue you experienced (check all that apply)	Stalling.
Has this trouble required that the vehicle be towed to be repaired?	No.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.

Entertainment/Navigation System/Connectivity

Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Samsung.
Please tell us your cell phone model	Note 5

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Engine. Entertainment/Navigation System/Connectivity.
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Media

Media	Radio.
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Electronic Engine Controls (Check Engine)

Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
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Welcome

Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	7,000-9,999.

Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

Customer Complaint Report

VIN	2C4RC1BG6HR23332	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	03/09/2017	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENG NE UPG I W/ESS				Serial#	6042720404
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0527H0916
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	366028316	Report Version	1	Open Date	06/08/2017
Close Date	06/08/2017	Narrative Date	06/09/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

About You

What year were you born?

Which, if any, influenced your purchase decision? (check all that apply)

Edmunds.
Manufacturers website.
Vehicle test drive.
NHTSA or IHS safety ratings.
On-Line blogs or forums.
Value for the money.

Did you purchase or lease your vehicle?

What is your primary language?

Please indicate your ethnicity

Please tell us about the vehicle you replaced (if applicable)

Purchase.
English.
White.
2007.
Replaced Vehicle: Purchased Used.

Financing options

Vehicle fuel economy

Vehicle styling

When considering this vehicle

Toyota.
Sienna.
3.
3.
3.
Test drive the vehicle.
Visit the dealership.
Research online.
Interact with dealership by phone.

Price

Primary vehicle in your household

4.
2006.
Honda.
Accord Sedan.
Primary Household Vehicle: Purchased New.

Which of the following best describes the area you live in?

Please indicate the primary driver's age.

Primary vehicle you were considering

Suburban.
40 - 49.
Toyota.
2016.
Sienna.
Primary Considered Vehicle: Used.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.

Vehicle performance

What is your average miles per gallon (MPG) with your vehicle?

Convenience of dealership location

Vehicle availability

Trade-in allowance

Dealership treatment

Ability to test drive

Vehicle quality

Please indicate your gender

Safety was our number one priority.
3.
21-22 mpg.
3.
4.
3.
3.
5.
5.
Male.

Engine runs, then dies/stalls

Please describe conditions when this trouble occurs

What best describes the engine stalling trouble? (check all that apply)

Has only happened once. ESS warning lights did illuminate again.

Engine dies/stalls and you must wait before it can be restarted. While turning left on busy highway, engine stopped for no reason. Several warning messages appeared including one about closing the hood and the ESS warning light illuminated. This is a significant safety hazard.

Please indicate typical weather conditions when the trouble occurs (check all that apply)

Outside temperature between 41 and 80 degrees F.

What type of fuel do you most often put into your vehicle?

Regular gasoline.

Engine trouble occurs after vehicle is started at

Warm condition - after vehicle is off for 1 - 6 hours.

Approximate mileage when trouble was first noticed was

2,000-2,999.

Engine trouble occurs (check all that apply)

Other (please describe). unpredictable

To the best of your recollection, the trouble was first noticed

1 to 3 months after delivery.

How often does this trouble occur?

Trouble occurs intermittently.

Additional Comments

We do not feel safe driving this van. If this issue is not satisfactorily fixed, we will be extremely disappointed. Vehicle has been at dealer for 36 hours now.

Has this trouble required that the vehicle be towed to be repaired?

No.

Vehicle Satisfaction Ratings

Vehicle Satisfaction Ratings	
How do you feel about the durability of your new vehicle?	1.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Comfort of driver seat back	5.
Integration with media players	3.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Climate control operation (function and ease of use)	5.
Ease of adjusting driver seat to desired position.	5.
How do you feel about the VALUE of your new car? (i.e.	1.
Interior noise level while driving	5.
Feel of the seat material	5.
What are your favorite parts of your new vehicle?	Everything but the fact that the sudden loss of power event has completely destroyed our confidence.
What is your attitude overall towards the BRAND of your new car?	1.
Brake responsiveness/effort	5.
Comfort of driver bottom seat cushion	5.
Engine sound	5.
Clarity of sound	4.
Wheels, rims, and tires appearance and styling	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Ease of getting into and out of vehicle	5.
Ride quality	5.
How well the driver seat holds you in place while cornering.	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Overall rating of the driver seat	4.
Steering and handling (responsiveness, stability)	5.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Safety and visibility while driving	1.
Comfort of driver headrest.	1.
Engine exhaust sound	5.
Engine performance during acceleration	4.
Integration with phones	5.
Appearance of exterior paint	5.
What is your attitude overall towards your new car?	1.
Overall audio, entertainment, and navigation system impression	4.
Rear view styling (rear fascia, bumper)	5.
How was your purchasing experience (the dealer/dealership)?	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Is there anything about your new vehicle you would like to see changed?	We hate the ESS feature. There should be some way to have this default to OFF.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	5.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please explain further about your choice to recommend your vehicle	We need to have confidence that our vehicle is fixed.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please provide feedback on how Chrysler can improve the Printed User Guide	Couldn't find information about ESS in it.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). 36 hours (and counting) and no conclusive information yet
How many visits did you make to the dealer?	1 visit.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Would you recommend this vehicle to family or friends?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	No.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	4 (agree).

Overview

Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
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Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Are you the primary driver of this vehicle?	No.

What Can We Do Better?

Feedback/Concerns	See other responses. The biggest motivating factor for us to choose the Pacifica was the safety ratings and features. Now we believe we are going to be stuck with a vehicle that we have lost confidence in due to the sudden loss of power. My wife feels safer in our 2006 Accord with 150000 miles than our brand new Pacifica.
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Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Engine.
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Customer Complaint Report

VIN	2C4RC1GG5HR	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	08/18/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6174610580
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1826H0177
Color	PW2	TUSK WHITE					

Report Number		System Key	366236958	Report Version	1	Open Date	06/09/2017
Close Date	06/09/2017	Narrative Date	06/12/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

About You

Financing options	2.
Please indicate the primary driver's age.	40 - 49.
When considering this vehicle	Visit the dealership. Research online. Interact with dealership by email. Test drive the vehicle.
Price	2.
Trade-in allowance	3.
Which, if any, influenced your purchase decision? (check all that apply)	Edmunds. Manufacturers website. Value for the money. Features/Capabilities. On-Line blogs or forums. Internet research. Vehicle test drive.
Vehicle quality	2.
What is your primary language?	English.
Please indicate your gender	
Primary vehicle you were considering	Sienna. Toyota. 2017. Primary Considered Vehicle: New.
Vehicle styling	5.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. 2015. BMW. X5. 2015. Primary Household Vehicle: Purchased New.
Primary vehicle in your household	S3. Audi.
Convenience of dealership location	2.
Vehicle fuel economy	2.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Which of the following best describes the area you live in?	Suburban.
What year were you born?	1974
Ability to test drive	2.
Please indicate your ethnicity	
Vehicle availability	2.
Did you purchase or lease your vehicle?	Purchase.
Vehicle performance	5.
Dealership treatment	2.

Vehicle Satisfaction Ratings

Feel of the seat material	2.
How was your purchasing experience (the dealer/dealership)?	3.
What is your attitude overall towards your new car?	3.
How do you feel about the durability of your new vehicle?	1.
Ease of adjusting driver seat to desired position.	3.
Ease of folding rear seats to desired position.	3.
Ease of adjusting rear seats to desired position.	3.
Ease of using system displays while driving	1.
Interior comfort, design and appearance of interior (overall impression)	3.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Clarity of sound	3.
Steering wheel adjustment	3.

Vehicle Satisfaction Ratings	
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
What is your attitude overall towards the BRAND of your new car?	2.
Overall audio, entertainment, and navigation system impression	3.
Integration with media players	4.
Engine sound	3.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Overall rating of the driver seat	2.
How do you feel about the VALUE of your new car? (i.e.	3.
Ride quality	4.
Engine exhaust sound	3.
Brake responsiveness/effort	4.
Steering and handling (responsiveness, stability)	3.
Comfort of the rear (2nd row) seats.	3.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Integration with phones	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
How well the driver seat holds you in place while cornering.	1.
Comfort of driver headrest.	2.
Comfort of driver bottom seat cushion	2.
Interior noise level while driving	4.
Ease of getting into and out of vehicle	5.
Comfort of driver seat back	2.

Overview	
Printed User Guide covers the necessary features	5 (strongly agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
The Vehicle User Guide via the radio touchscreen was easy to find	5 (strongly agree).
Was the trouble resolved to your satisfaction?	Yes.
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	Automobile. Car and Driver. Road and Track. Motor Trend.
Would you recommend this vehicle to family or friends?	No.
The Vehicle User Guides format is easy to use/understand	5 (strongly agree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	5 (strongly agree).
Were the trouble(s) repaired or explained?	Fully.
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
The information in Mopar Companion was helpful	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	5 (very satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
How many visits did you make to the dealer?	3 visits.
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Printed User Guide?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Vehicle Exterior. Engine.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.

Engine runs, then dies/stalls	
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted.

Engine runs, then dies/stalls	
How often does this trouble occur?	Trouble occurs intermittently.
Engine trouble occurs after vehicle is started at	Other (please describe). Randomly
Engine trouble occurs (check all that apply)	Other (please describe). Random
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Approximate mileage when trouble was first noticed was	5,000-5,999.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.

Rear sliding doors are broken/not working	
In what weather conditions did you experience the trouble (check all that apply)	Cold weather conditions. Warm weather conditions.
Please describe the trouble you experienced (check all that apply)	Sliding door does not activate using "Kick Wave". Other (please describe). Sliding door does not reverse properly when an obstruction is met
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which rear sliding door is broken/not working (check all that apply)	Driver's side rear sliding door. Passenger's side rear sliding door.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was	0-999.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Rear Sliding Doors	
Rear Sliding Doors	Rear sliding doors are broken/not working.

Welcome	
Are you the primary driver of this vehicle?	No.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	More than 10,000.

Check Engine light indicated trouble	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Was the "Check Engine" light your first indication there was trouble?	Yes.
Approximate mileage when trouble was first noticed was	10,000 or above.
Did you also experience an engine performance issue while the "Check Engine" light was on?	No.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Customer Complaint Report

VIN	2C4RC1DGXHR50	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON	
Built Date	04/19/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6099610850
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0986U0152
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	366256227	Report Version	1	Open Date	06/12/2017
Close Date	06/12/2017	Narrative Date	06/13/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Engine runs, then dies/stalls

Please describe conditions when this trouble occurs	Environmental Conditions were good. As I pulled into the parking spot, the Van automatically shut off without my prompting.
Approximate mileage when trouble was first noticed was	10,000 or above.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 41 and 80 degrees F.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls and you must wait before it can be restarted. This happened as I tried to park in a flat grade parking lot. The engine automatically stopped running. After 30 minutes, it restarted. I called the dealership and they saw me the next morning. They said it was needing an electronic update from the computer system.

About You

Convenience of dealership location	5.
Dealership treatment	5.
Please indicate the primary driver's age.	60 - 69.
Which, if any, influenced your purchase decision? (check all that apply)	Dealership information. Internet research. Consumer Reports ratings. Vehicle test drive. Lifestyle. Purchase.
Did you purchase or lease your vehicle?	
Please indicate your ethnicity	
What year were you born?	
Trade-in allowance	1.
Primary vehicle you were considering	Primary Considered Vehicle: New. Chrysler. Pacifica.
Ability to test drive	5.
Please tell us about the vehicle you replaced (if applicable)	Chrysler. Replaced Vehicle: Purchased New. Pacifica.
Vehicle availability	5.
When considering this vehicle	Research online. Test drive the vehicle. Visit the dealership.
Vehicle performance	5.
Vehicle fuel economy	5.
Financing options	5.
Vehicle styling	5.
What is your average miles per gallon (MPG) with your vehicle?	29-30 mpg.
Price	4.
Please indicate your gender	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	sorry, I did buy this vehicle.
Vehicle quality	5.

Vehicle Satisfaction Ratings

Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
What are your favorite parts of your new vehicle?	Room and comfort
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Comfort of driver seat back	5.
Ease of adjusting driver seat to desired position.	5.
Exterior design and appearance (overall impression)	5.
Overall rating of the driver seat	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.

Vehicle Satisfaction Ratings	
Climate control operation (function and ease of use)	5.
Appearance of exterior paint	5.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Ease of using system displays while driving	4.
Rear view styling (rear fascia, bumper)	5.
Integration with phones	5.
Wheels, rims, and tires appearance and styling	5.
How well the driver seat holds you in place while cornering.	5.
Is there anything about your new vehicle you would like to see changed?	Front storage / to have a console between the seats
Overall audio, entertainment, and navigation system impression	4.
Transmission gear change performance (smoothness)	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Feel of the seat material	5.
Engine sound	5.
Fuel economy and driving range	5.
Ride quality	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Clarity of sound	5.
Integration with media players	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
How was your purchasing experience (the dealer/dealership)?	5.
Comfort of the rear (2nd row) seats.	5.
Vehicle storage and space usage	2.
What is your attitude overall towards your new car?	4.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	5.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Engine will not start at all	
What best describes the no start condition?	Other (please describe).
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	No.
Additional Comments	After a diagnostic and mechanical update was performed I have not had any issues.

Overview	
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Please provide feedback on how Chrysler can improve the Printed User Guide	I'm a female Widow. Automotive issues are difficult for me to attend to.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please explain further about your choice to recommend your vehicle	The Chrysler Pacifica is perfect except for the key-bob. It's heavy and bulky. If I'm out of my vehicle to pump gas, someone could easily hijack my Van because I leave it in my purse AND I leave the purse in the Van while I'm pumping gas. And, I miss having a CD player!
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Please provide feedback on how Chrysler can improve the DVD	This information is formatted to cover different Vehicles. Some will have various features and others would not. That's confusing. I needed something which was specifically for my vehicle. Then, there's not guessing!
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. Columbus, GA Chrysler, Dodge, Ram Dealer, Victory Drive, Columbus, GA.
Did you review the Printed User Guide?	Yes.
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Did you review the Owner's Information DVD?	Yes.
How many visits did you make to the dealer?	1 visit.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).

Overview	
What type of technology would you like to use when learning about your vehicle in the future?	New owner workshop. Spend a day at the dealership, attending a class, teaching about the specifics of my vehicle.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
DVD format is easy to understand and use	3 (neither agree nor disagree).
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). An explanation was given. I asked for a hard copy of the issues and corrections. Such a document was promised to come in the mail. I have yet to receive this information. ???

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine will not start at all.

Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	No CD player,

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	No CD player, No easy storage between front seats. Prefer an armrest console.

What Can We Do Better?	
What has Chrysler done right?	The Dealership has been very attentive and supportive of my mechanical needs.

Customer Complaint Report

VIN	2C4RC1GG5HR	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	08/26/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6229610718
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1876H0393
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	366256090	Report Version	1	Open Date	06/10/2017
Close Date	06/12/2017	Narrative Date	06/13/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Cruise control system is broken/not working

Additional Comments	Another Dangerous feature not being addressed when we bring in for service.
Please indicate what type of trouble was experienced with the cruise control system (check all that apply)	Other (please describe). When traveling down hill will not regulate/engine brake to match set speed, will usually allow you to coast to 7 or 8 miles over speed set.
To the best of your recollection, the trouble was first noticed	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs	Normal Driving.
Approximate mileage when trouble was first noticed was	0-999.

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Great Amenities and look
Navigation system route accuracy	2.
How was your purchasing experience (the dealer/dealership)?	3.
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	5.
How well the driver seat holds you in place while cornering.	5.
How do you feel about the durability of your new vehicle?	1.
Interior noise level while driving	2.
Engine performance during acceleration	3.
Engine exhaust sound	3.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Safety and visibility while driving	3.
Clarity of sound	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Feel of the seat material	5.
Is there anything about your new vehicle you would like to see changed?	Quality, reliability, and support
Integration with phones	2.
Comfort of driver seat back	5.
Engine sound	3.
Ease of using system displays while driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Ease of adjusting driver seat to desired position.	5.
What is your attitude overall towards the BRAND of your new car?	2.
Transmission gear change performance (smoothness)	3.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Rear view styling (rear fascia, bumper)	5.
Integration with media players	2.
Overall audio, entertainment, and navigation system impression	5.
What is your attitude overall towards your new car?	2.
Comfort of the rear (2nd row) seats.	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ease of adjusting rear seats to desired position.	5.
Support for popular music/video formats	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Ride quality	4.
Exterior design and appearance (overall impression)	5.
Ease of folding rear seats to desired position.	5.
Fuel economy and driving range	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Ease of getting into and out of vehicle	5.
Overall rating of the driver seat	5.
Wheels, rims, and tires appearance and styling	5.

Gear selector is difficult to operate (auto. trans.)

Approximate mileage when trouble was first noticed was	0-999.
Has this trouble required that the vehicle be towed to be repaired?	No.

Gear selector is difficult to operate (auto. trans.)	
To the best of your recollection, the trouble was first noticed	At delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Why is the gear selector difficult to operate?	Other (please describe).
Please describe conditions when this trouble occurs	Normal
Going into which position is the gear selector difficult to operate? (check all that apply)	Other (please explain in Additional Comments box below). When shifting from Reverse to Drive. Non responsive
Additional Comments	Shifter had to be replaced at 900 miles. Yes another Warranty Part Replacement
Slips/will not engage gear properly/shifts erratically	
Approximate mileage when trouble was first noticed was	1,000-1,999.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Not sure.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Going down an incline. Normal acceleration.
Are you using your vehicle for towing when the problem occurs?	No.
Has this trouble required that the vehicle be towed to be repaired?	No.
Hard controls/menus: Front Screen Display is broken/not working	
Approximate mileage when trouble was first noticed was	10,000 or above.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate your concern with front screen display (check all that apply)	Display is fuzzy/blurry. Screen will blur
Please describe conditions when this trouble occurs	Normal Travel
Overview	
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
What could FCA do to make the app easier to find?	Didn't know about it.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please explain further about your choice to recommend your vehicle	We have been out of service more than 60 days. No resolution or assistance from Chrysler. If I just calculate warranty parts replaced (5) for failure that is more than 30 days out of service. In those five visits the dealer damaged my vehicle 3 times causing additional 9 days out of service. Add the countless visits for unresolved issues and you have more than 60 days out of service.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
DVD format is easy to understand and use	3 (neither agree nor disagree).
Information on the DVD is easy to find and access	3 (neither agree nor disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
How many visits did you make to the dealer?	5 or more visits.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. Took for a second opinion. Chrysler is blocking the help! Took to the dealer I purchased my vehicle from. They are not competent and Chrysler will not help resolve issues. The worst experience ever!
Did you review the Owner's Information DVD?	Yes.
Would you recommend this vehicle to family or friends?	No.
Printed User Guide covers the necessary features	2 (disagree).
Please rate your overall level of satisfaction with the DVD	3 (neither satisfied nor dissatisfied).
Was the trouble resolved to your satisfaction?	No.
What have you used to view your DVD? (check all that apply)	Vehicle DVD Player.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). They have not been successful in making all repairs. More than 60 days out of service with this vehicle
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Printed User Guide?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Vehicle Exterior. Transmission and Drivetrain. Entertainment/Navigation System/Connectivity. Engine. Steering, Handling, and Ride. Seats. Interior Trim/Storage/Windows.

About You	
Which, if any, influenced your purchase decision? (check all that apply)	Manufacturers website. Price/Purchase Terms/Financing. Value for the money. Vehicle test drive. Lifestyle. Dealer/Salesperson interaction. Internet research. Kelley Blue Book. Features/Capabilities. 1. 30 - 39. 3. 5. 3. 3. 5. 4. Purchase. Replaced Vehicle: Purchased New. 2011. Durango. Dodge. 5. Acura. 23-24 mpg. Interact with dealership by phone. Test drive the vehicle. Research online. Visit the dealership. English. 3. 5. 5.
Financing options	
Please indicate the primary driver's age.	
Vehicle styling	
Vehicle fuel economy	
Price	
Vehicle quality	
Convenience of dealership location	
Dealership treatment	
Did you purchase or lease your vehicle?	
Please tell us about the vehicle you replaced (if applicable)	
Trade-in allowance	
Primary vehicle in your household	
What is your average miles per gallon (MPG) with your vehicle?	
When considering this vehicle	
What is your primary language?	
Vehicle performance	
Vehicle availability	
Ability to test drive	
Speakers make static or popping noises	
Please indicate which speaker has trouble (check all that apply)	Other (please describe). Rear speakers associated with vehicle functions, rear tailgate close beep and backup beep. Blew and had to be replaced.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Please describe conditions when this trouble occurs	Had to be replaced
Additional Comments	One of Five Warranty Part Replacements within first 15,000 miles. What a piece of junk!!!!
Trouble with speaker occurs	When activating other vehicle electronics/controls (please describe in detail below).
Approximate mileage when trouble was first noticed was	3,000-3,999.
How often does this trouble occur?	Trouble occurs regularly.
Excessive wind noise	
Please indicate the location of the wind noise (check all that apply)	Passenger's side front door. All over Passenger's side front door window. All over Liftgate. All over Rear window. All over Driver's side front door. Squealing/rattling noise. Pointed out to dealer numerous times. No repair. Passenger's side rear window. All over Other wind noise location (please describe in Additional Comments box below). All Over
Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please describe conditions when this trouble occurs	Normal use
Additional Comments	Not a quality vehicle
Abnormal squeaks/rattles/noises coming from front doors	
Additional Comments	Have brought this to Chrysler's attention over and over with no repair!
Please indicate which door has abnormal noises (check all that apply)	Driver's side front door. Rattle and squeal
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please describe conditions when this trouble occurs	At all times but more pronounced at higher speed.
Approximate mileage when trouble was first noticed was	0-999.
Detail on Low Rated Items	
You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.	See the service history. 5 Warranty Part Replacements in 15,000 miles
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Call me and we can talk
Rain sensing wipers are broken/not working properly	
Additional Comments	Very dangerous issue.
Please describe conditions when this trouble occurs	High Rain

Rain sensing wipers are broken/not working properly	
Please indicate what type of trouble was experienced with the rain sensing wipers (check all that apply)	Rain sensing wipers do not swipe often enough. In high rain will not keep up or pause unexpectedly
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was	5,000-5,999.

Vehicle vibrates excessively at idle	
Vibration is	Moderate.
How often does this trouble occur?	Trouble occurs regularly.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Please describe conditions when this trouble occurs	Normal Use
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was	10,000 or above.
Vibration trouble occurs (check all that apply)	All the time. Started following ignition coil replacement. Another Warranty Part Replacement within first 15,000 miles. A Piece of Junk!
Additional Comments	Almost got me killed when it stalled at an intersection!

Reverse-camera is broken/not working	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate what type of trouble was experienced with the reverse-camera (check all that apply)	System turns on but won't display image. Will give message can't access camera Poor image quality. When camera accessed image is blurry
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Approximate mileage when trouble was first noticed was	10,000 or above.
Please describe conditions when this trouble occurs	Normal Conditions

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	More than 10,000.

Liftgate latch is broken/not working properly	
Approximate mileage when trouble was first noticed was	1,000-1,999.
Please describe conditions when this trouble occurs	Normal Use
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments	Another Warranty Part Replacement that has occurred within first 3,000 miles. Dealer broke Rear Panel when doing this repair too! Not so great customer service.

Vehicle vibrates excessively while driving (not braking)	
Approximate mileage when trouble was first noticed was	10,000 or above.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Trouble occurs while traveling in these road conditions (check all that apply)	All road conditions.
Trouble occurs while traveling at these speeds (check all that apply)	Medium speeds (26-45 MPH). Low speeds (1-25 MPH).
Please describe conditions when this trouble occurs	Normal
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs regularly.
Vibration is	Moderate.

Rear Seat Entertainment	
Rear Seat Entertainment	Rear seat entertainment display. Rear seat entertainment DVD/Blu-Ray player. Rear seat entertainment remote control is broken/not working.

Uconnect Access	
Uconnect Access	Remote Features.

Hands-Free Phone / Bluetooth system voice activation doesnt recognize command	
Please describe when this trouble occurs	When stating a name. When entering a number.
Please indicate which words, if any, are constantly misrecognized	Won't recognize voice. Vehicle won't always recognize device
How often does this trouble occur?	Trouble occurs regularly.
Do you usually set HVAC vent direction toward ceiling?	No.

DVD/Blu-Ray player disc loading trouble	
Please describe the trouble you experienced	Disc will not play or allow single screen usage
Please describe conditions when this trouble occurs	Normal Travel
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	3,000-3,999.

What Can We Do Better?	
What has Chrysler done right?	Great design and great amenities. I am sure it will be great in year two and three. Too bad us first adopters are being screwed!
Feedback/Concerns	Be responsive to customer complaints. I have called my case manager 6 times in two weeks to discuss these issues with no return phone call. The dealer is awful and you aren't much better.

Rear seat entertainment display is broken/not working	
Approximate mileage when trouble was first noticed was	3,000-3,999.
Please indicate which part of the screen is broken/not working properly (check all that apply)	Screen has pixel defects. Screen will scroll uncontrollably. Will not stop until vehicle shut off
Noise and Vibration	
Noise and Vibration	Vehicle vibrates excessively while driving (not braking). Vehicle vibrates excessively at idle.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	██████████ All issues, the extensive downtime, and the poor customer service. Away to fix the vehicle and be compensated for the issues.
Wifi Hot Spot Connection broken/not working	
Approximate mileage when trouble was first noticed was	0-999.
Please describe the trouble you experienced	Would not connect and still will not. Had free trial and worked with Customer care never any success.
Seat material was damaged or dirty at delivery	
Approximate mileage when trouble was first noticed was	0-999.
Trouble with the seat material is	Dirt, grease, or other foreign material was present on the surface of the seat material when vehicle was delivered.
Please indicate which seat has trouble with its material (check all that apply)	Front passenger seat.
Features and Controls	
Features and Controls	Cruise control system. Wipers and washers. Built-in Reverse-camera.
Rear Sliding Doors	
Rear Sliding Doors	Rear sliding doors are broken/not working.
Entertainment/Navigation System/Connectivity	
If known, please tell us your software version	10.2
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Verizon Wireless.
Please tell us your cell phone model	iPhone 6
Cruise control system	
Cruise control system	Cruise control system is broken/not working.
Exterior moldings/trim pieces loose/misaligned/falling off	
Please indicate which body panels had moldings/trim pieces that were loose/misaligned/falling off (check all that apply)	Driver's side front door. Probably because the dealer at 900 miles drove the car into a lift. No compensation or good repair made to make up for it.
Please indicate the type of trouble you experienced regarding the exterior moldings/trim pieces	Exterior molding/trim is poorly aligned or fitted.
Approximate mileage when trouble was first noticed was	0-999.
Additional Comments	Working with this dealer was a mistake!
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Exterior Appearance/Paint:	
Exterior Appearance/Paint	Exterior molding/exterior trim damaged/scratched/loose/misaligned/falling off.
Automatic Transmission	
Automatic Transmission	Slips/will not engage gear properly/shifts erratically. Gear selector is difficult to operate (auto. trans.).
Hands-Free Phone / Bluetooth system wont connect	
Connection problem happens when	Starting up the system: cell phone is not automatically found and connected to the system.
How often does this trouble occur?	Trouble occurs regularly.
Connection problem happens on	Bluetooth connection between cell phone and the system.
Did your phone lose signal?	No.
Did the dealer attempt to help you pair your device?	Yes.
Is there more than one phone paired to the vehicle?	Yes.
Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working	
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs	Normal Travel
Please indicate which controls/menus are broken/not working properly (check all that apply)	Navigation system controls. Inconsistent functionality
Approximate mileage when trouble was first noticed was	4,000-4,999.
Front seat audio/entertainment/navigation controls/menus broken/not working	
Please describe conditions when this trouble occurs	During normal travel
Please indicate which controls/menus are broken/not working properly (check all that apply)	Other (please describe). Disc will not Auto play periodically
Approximate mileage when trouble was first noticed was	1,000-1,999.

Front seat audio/entertainment/navigation controls/menus broken/not working	
How often does this trouble occur?	Trouble occurs intermittently.
Reverse-Camera	
Reverse-Camera	Built-in Reverse-camera is broken/not working.
Wind Noise	
Wind Noise	Excessive wind noise.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Built-in Hands-Free Phone / Bluetooth system voice activation doesn't recognize command. Built-in Hands-Free Phone / Bluetooth system won't connect.
Rear seat entertainment display	
Rear seat entertainment display	Rear seat entertainment display is broken/not working.
Seat Material	
Seat Material	Seat material was damaged or dirty at delivery.
Rear seat entertainment DVD/Blu-Ray player	
Rear seat entertainment DVD/Blu-Ray player	DVD/Blu-Ray player disc loading trouble.
Hard Controls/Menu	
Hard Controls/Menu	Front seat audio/entertainment/navigation controls/menus broken/not working. Hard controls/menus: Front Screen Display is broken/not working.
Liftgate	
Liftgate	Liftgate latch is broken/not working properly.
Wipers and washers	
Wipers and washers	Rain sensing wipers are broken/not working properly.
Front Doors	
Front Doors	Abnormal squeaks/rattles/noises coming from front doors.
Wifi Hot Spot Connection	
Wifi Hot Spot Connection	Wifi Hot Spot Connection broken/not working.
Touchscreen Controls	
Touchscreen Controls	Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.
Entertainment/Navigation System/Connectivity>Speakers>	
Speakers	Speakers make static or popping noises.

Customer Complaint Report

VIN	2C4RC1DG9HR5	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON
Built Date	06/20/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE			Serial#	6161610517
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	Z1606U0523
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

Report Number		System Key	366601824	Report Version	2	Open Date	06/01/2017
Close Date	06/15/2017	Narrative Date	06/16/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

What are your favorite parts of your new vehicle?	Built in paper clip!
Interior noise level while driving	4.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Transmission gear change performance (smoothness)	5.
Comfort of the rear (2nd row) seats.	4.
Feel of the seat material	4.
Overall audio, entertainment, and navigation system impression	4.
Comfort of driver bottom seat cushion	3.
Safety and visibility while driving	5.
Integration with phones	3.
Integration with media players	4.
Overall rating of the driver seat	4.
Clarity of sound	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
What is your attitude overall towards the BRAND of your new car?	4.
Is there anything about your new vehicle you would like to see changed?	Additional cup holders in rear for cups vs bottles
Fuel economy and driving range	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Engine exhaust sound	5.
How do you feel about the durability of your new vehicle?	4.
Comfort of driver headrest.	4.
Steering and handling (responsiveness, stability)	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Support for popular music/video formats	4.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
Ease of using system displays while driving	4.
Comfort of driver seat back	4.
Brake responsiveness/effort	5.
Ease of adjusting driver seat to desired position.	5.
Ride quality	4.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Climate control operation (function and ease of use)	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
How well the driver seat holds you in place while cornering.	5.

Overview

Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
Did you review the Owner's Information DVD?	No.
The Vehicle User Guides format is easy to use/understand	4 (agree).
No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).	

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Did you review the Printed User Guide?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Engine stop/start function works, but is difficult to understand/use	
Has this trouble required that the vehicle be towed to be repaired?	No.
Please indicate which of the following best describes your concern (check all that apply)	Difficult to use. The van stalled after idling and trying to turn. Flashed that car was not in park and cutoff. Car should not have been in park since I was waiting to make a turn.

Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine stop/start function works, but is difficult to understand/use.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Customer Complaint Report

VIN	2C4RC1BG4HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	08/22/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6090621214
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1886H0174
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	367053798	Report Version	1	Open Date	06/16/2017
Close Date	06/16/2017	Narrative Date	06/19/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Overview

Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Would you recommend this vehicle to family or friends?	Yes.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). I took the car to dealer. They refused to check immediately, they wanted to keep car overnight without even looking at the trouble
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
The information in Mopar Companion was helpful	3 (neither agree nor disagree).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Please explain further about your choice to recommend your vehicle	I may or may not. "It hasn't been as smooth as i expected. Especially, taking it for servicing. Not very friendly at Bayside Chrysler in Queens New York
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Vehicle Satisfaction Ratings

How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.
Overall rating of the driver seat	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Engine sound	4.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	5.
Comfort of driver bottom seat cushion	5.
Ease of getting into and out of vehicle	4.
Comfort of the rear (2nd row) seats.	4.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Ride quality	5.
What are your favorite parts of your new vehicle?	Bluetooth connectivity
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Brake responsiveness/effort	5.
Engine exhaust sound	4.
Rear view styling (rear fascia, bumper)	5.
Is there anything about your new vehicle you would like to see changed?	driver seat location, should be closer to door
Interior noise level while driving	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Steering wheel adjustment	5.

Vehicle Satisfaction Ratings	
Comfort of driver headrest.	5.
Ease of using system displays while driving	4.
Comfort of driver seat back	5.
Ease of adjusting driver seat to desired position.	5.
Feel of the seat material	4.
Support for popular music/video formats	4.
How do you feel about the durability of your new vehicle?	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	5.
Vehicle storage and space usage	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
What is your attitude overall towards the BRAND of your new car?	4.
How well the driver seat holds you in place while cornering.	4.
Head/leg/foot room	5.
Climate control operation (function and ease of use)	5.
Integration with media players	4.
Clarity of sound	5.

About You	
Which, if any, influenced your purchase decision? (check all that apply)	Features/Capabilities. Dealer/Salesperson interaction. Manufacturers website. Previous experience with the vehicle/brand.
Primary vehicle you were considering	Honda. Primary Considered Vehicle: New. Odyssey. 2017.
When considering this vehicle	Research online. Visit the dealership. Interact with dealership by phone.
Please tell us about the vehicle you replaced (if applicable)	2015. Nissan. Quest.
Please indicate your gender	Male.
Please indicate your ethnicity	Prefer not to answer.
Vehicle availability	5.
Please indicate the primary driver's age.	50 - 59.
Which of the following best describes the area you live in?	Urban.
Price	5.
Vehicle quality	5.
Primary vehicle in your household	Primary Household Vehicle: Purchased New. Pacifica. Chrysler.
Vehicle styling	5.
Convenience of dealership location	4.
What is your average miles per gallon (MPG) with your vehicle?	13-15 mpg.
Trade-in allowance	5.
Dealership treatment	5.
Did you purchase or lease your vehicle?	Purchase.
Ability to test drive	3.
Financing options	4.
Vehicle fuel economy	5.
What is your primary language?	English.
Vehicle performance	5.

Engine runs, then dies/stalls	
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Please describe conditions when this trouble occurs	usually in busy traffic
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
Additional Comments	it happens, engine stalls then fixes itself
Engine trouble occurs (check all that apply)	Driving the vehicle for more than 20 minutes.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls while cruising at a steady speed. Engine dies/stalls, but can be immediately restarted. i turn it off and on
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures.
Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	2,000-2,999.
How often does this trouble occur?	Trouble occurs intermittently.

Check Engine light indicated trouble	
Was the "Check Engine" light your first indication there was trouble?	Yes.
Additional Comments	It was red lightning light for electronic throttle control. Not Engine light
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.

Check Engine light indicated trouble	
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Describe the engine performance issue you experienced (check all that apply)	Stalling. when light was on engine stalling on highway Hesitation. when light was on engine hesitating on highway
Approximate mileage when trouble was first noticed was	2,000-2,999.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
What Can We Do Better?	
Feedback/Concerns	The car is noisy even though dealer said there is noise control. Servicing the vehicle should be easier and improved
What has Chrysler done right?	They paid for Handicap hand controls
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Customer Complaint Report

VIN	2C4RC1CG0HR5	Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON	
Built Date	04/11/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENG NE				Serial#	6096620190
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0906U0308
Color	PXR	BR LLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	368055932	Report Version	1	Open Date	06/26/2017
Close Date	06/27/2017	Narrative Date	06/27/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Engine exhaust sound	1.
Interior comfort, design and appearance of interior (overall impression)	3.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Is there anything about your new vehicle you would like to see changed?	The quality and the radio
How was your purchasing experience (the dealer/dealership)?	3.
Steering and handling (responsiveness, stability)	4.
What is your attitude overall towards the BRAND of your new car?	2.
Integration with media players	3.
Integration with phones	2.
Ease of folding rear seats to desired position.	3.
Ease of adjusting rear seats to desired position.	3.
Overall rating of the driver seat	2.
Navigation system route accuracy	1.
How well the driver seat holds you in place while cornering.	3.
Climate control operation (function and ease of use)	4.
Ease of using system displays while driving	3.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	1.
Support for popular music/video formats	3.
Appearance of exterior paint	3.
Safety and visibility while driving	3.
Comfort of the rear (2nd row) seats.	3.
Exterior design and appearance (overall impression)	4.
Ease of adjusting driver seat to desired position.	4.
Wheels, rims, and tires appearance and styling	3.
Rear view styling (rear fascia, bumper)	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	2.
How do you feel about the durability of your new vehicle?	2.
How do you feel about the VALUE of your new car? (i.e.	2.
Overall audio, entertainment, and navigation system impression	3.
Engine sound	1.
Fuel economy and driving range	1.
Engine performance during acceleration	2.
Comfort of driver bottom seat cushion	3.
Transmission gear change performance (smoothness)	1.
Interior noise level while driving	3.
Ride quality	3.
Comfort of driver headrest.	3.
Steering wheel adjustment	4.
Location and usefulness of interior lighting	3.
Ease of getting into and out of vehicle	4.
What is your attitude overall towards your new car?	2.
Comfort of driver seat back	2.
What are your favorite parts of your new vehicle?	The space
Front view styling (front fascia, hood, grille, headlight area)	4.
Clarity of sound	2.
Brake responsiveness/effort	3.
Feel of the seat material	4.

Engine runs, then dies/stalls

To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was	5,000-5,999.
Engine trouble occurs after vehicle is started at	Other (please describe). It does not matter. The weather can be other way. t just a cold start.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
What best describes the engine stalling trouble? (check all that apply)	When parked on a grade/hill. The car roll back once place in park and it does roll back if you are on a hill and in drive and you take your foot off the brake. We rolled into someone already when we was on a hill and a car behind us. Engine dies/stalls while accelerating. You can push on the accelerator and the car to not respond and than jump and jerk.
Has this trouble required that the vehicle be towed to be repaired?	No.

Engine runs, then dies/stalls	
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Other (please describe). I have not tracked that. I will pay more attention to that.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs	The first time ever starting it in the day.
Vehicle charging broken/not working	
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was	5,000-5,999.
Has this trouble required that the vehicle be towed to be repaired?	No.
Additional Comments	It is not the cigar light.. ts the USB that do not recognize my HTC and my wife Apple 7 and will not charge or read phone.
Fuel consumption is worse than expected	
Approximate mileage when trouble was first noticed was	5,000-5,999.
Has this trouble required that the vehicle be towed to be repaired?	No.
How often does this trouble occur?	Trouble occurs intermittently.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Are you using your vehicle for towing when the problem occurs?	No.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	No.
Where do you do most of your driving?	Highway/freeway driving (speeds held fairly constant above 45 mph).
Axle vibrates/shudders	
The trouble occurs at these speeds (check all that apply)	At low speeds (0-45 mph). Low speeds At highway speeds (over 45 mph), while accelerating.
Trouble happens while turning	Both. Plus its a click sound when you turn the steering wheels.. Sound like the tie rods on rack and pin is having trouble because of the weight.
Approximate mileage when trouble was first noticed was	1,000-1,999.
How often does this trouble occur?	Trouble occurs regularly.
In which location do you feel the vibration/shudder?	Front.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Are you using your vehicle for towing when the problem occurs?	No.
Has this trouble required that the vehicle be towed to be repaired?	No.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Built-in Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call. Built-in Hands-Free Phone / Bluetooth system loses connection. Built-in Hands-Free Phone / Bluetooth system phonebook does not work correctly. Built-in Hands-Free Phone / Bluetooth system voice activation doesn't recognize command.
Engine does not idle properly: idles rough, too low, or too high	
Engine idle trouble occurs after vehicle is started at	Cold condition - first start of the day or after vehicle is off for 6+ hours. The first start is loud of the day. I usually sit until the oil pressure is up and the loud clam down.
Engine idle trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle. Starting car is loud and some time when driving you can hear the engine shifting.
Approximate mileage when trouble was first noticed was	5,000-5,999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
What best describes the engine idle trouble? (check all that apply)	Engine idling is rough. Will starting the vehicle. It is very loud and rough.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Voice Activation / Recognition doesnt recognize command	
What button did you use?	Steer wheel
How often does this trouble occur?	Trouble occurs regularly.
Please describe when this trouble occurs	When stating a name. Sat any name. t do not recognize it.
Do you usually set HVAC vent direction toward ceiling?	No.
Detail on Low Rated Items	
You rated engine sound Low. Use this space to provide any specific comments you would like to share.	The engine is rough and can hear on accelerations now. t was not like that when we first got it.
You rated navigation system route accuracy Low. Use this space to provide any specific comments you would like to share.	I do not have it..
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Just improve on the quality and stop cutting the consumers short.
You rated headlight illumination/performance during night-time driving Low. Use this space to provide any specific comments you would like to share.	The lights are not good on the dark country roads. We usually have to use are hi beams to see at night.
You rated engine exhaust sound Low. Use this space to provide any specific comments you would like to share.	The same as the last answer.
You rated transmission gear change performance (smoothness) Low. Use this space to provide any specific comments you would like to share.	It shift very hard now. It was not like that when we first got it... WHY?
You rated fuel economy and driving range Low. Use this space to provide any specific comments you would like to share.	The vehicle drink gas. The vehicle is so greedy to eat!

About You	
Primary vehicle you were considering	2017. Primary Considered Vehicle: New. Continental. Lincoln.
When considering this vehicle	Visit the dealership.
Trade-in allowance	1.
Primary vehicle in your household	Pilot. 2007. Honda. Primary Household Vehicle: Purchased Used.
Which, if any, influenced your purchase decision? (check all that apply)	Edmunds. J D Power reports. Kelley Blue Book.
Which of the following best describes the area you live in?	Rural.
Convenience of dealership location	5.
Dealership treatment	5.
What is your average miles per gallon (MPG) with your vehicle?	27-28 mpg.
Vehicle fuel economy	4.
Vehicle performance	5.
Please tell us about the vehicle you replaced (if applicable)	Pilot. Honda. Replaced Vehicle: Purchased Used. 2007.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.
Vehicle styling	5.
Please indicate your gender	█
Please indicate the primary driver's age.	30 - 39.
Vehicle availability	4.
Vehicle quality	5.
Price	1.
Ability to test drive	3.
Financing options	4.
Please indicate your ethnicity	Prefer not to answer.
Overview	
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Please explain further about your choice to recommend your vehicle	I wish we would of waited and research other companies. I was a former employer and wanted to support my last company. I will never again. I am in looking for another vehicle now and I am pushing far away from Chrysler and looking to go foreign for the first time in my life!!!!
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). I have not because the dealership service department is not the greatest and need to be investigated.
Which automotive publications do you subscribe to? (check all that apply)	Road and Track. Motor Trend. Auto Week. Car and Driver.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	No.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Would you recommend this vehicle to family or friends?	No.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Registration is difficult to understand/use	
Please indicate which of the following best describes your concern (check all that apply)	Difficult to understand. Do no how to work it
Please describe the trouble you experienced (check all that apply)	Vehicle keypad was difficult to use. The key is not recognize when you try to start the car. You push the button and the car does nothing. You usually have to open and close the door several times. Directions were unclear. Not clear
Plese indicate which registration method you attempted (check all that apply)	In vehicle registration via email. Do not understand your question.
Shifts at wrong times	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Other (please describe). The same as the last answer.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Are you using your vehicle for towing when the problem occurs?	No.
Going into which gear/gears does the trouble occur? (check all that apply)	Other (please describe). Do know.

Shifts at wrong times	
Approximate mileage when trouble was first noticed was	3,000-3,999.
Has this trouble required that the vehicle be towed to be repaired?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Other (please describe). The same as the last answer.
Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location	
Please indicate which controls/menus are difficult to understand/use are in a poor location (check all that apply)	Settings. Hard to find. Audio controls (bass, treble, fade, balance, etc.). The audio is not good. t sound like a tin can. Tuner control. Hard to find how to adjust.
Additional Comments	Look to upgrade to the bigger screen you have. The smaller one is hard to see and work.
Please indicate why the controls/menus are difficult to understand/use are in a poor location (check all that apply)	Touchscreen is slow to respond. The radio is not calibrated to good to touch and it will blank out for no reason.
Please indicate which of the following best describes your concern (check all that apply)	Difficult to use. Just not friendly. We did not no we did not have a cd player until the kids wanted to listen to a cd
Shift between gears is rough/harsh under normal driving conditions	
How often does this trouble occur?	Trouble occurs intermittently.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure. I am not for sure.. It just surprise us when it happens.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Normal acceleration. No stress on the engine.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Not sure. I do not actually know.
Approximate mileage when trouble was first noticed was	3,000-3,999.
Hands-Free Phone / Bluetooth system voice activation doesnt recognize command	
How often does this trouble occur?	Trouble occurs regularly.
Please indicate which words, if any, are constantly misrecognized	Any names that is said.
What button did you use?	The steering wheel button
Please describe when this trouble occurs	When stating a name. Josiah, Darian, Calvin.. Arlene and so on.
Do you usually set HVAC vent direction toward ceiling?	No.
Electric Motor Charging (Battery electric vehicle only)	
Electric Motor Charging (Battery electric vehicle only)	Vehicle takes too long to charge. Vehicle does not charge completely. Charging receptacle is difficult to understand/use. Vehicle charging broken/not working.
What Can We Do Better?	
Feedback/Concerns	Make quality vehicles that last more than 3 months.
What has Chrysler done right?	Make beautiful cars that do not last long.
Transmission makes abnormal/excessive noises	
Additional Comments	The same as the last answer.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Other (please describe). The same as the last answer.
Approximate mileage when trouble was first noticed was	3,000-3,999.
Has this trouble required that the vehicle be towed to be repaired?	No.
Noise sounds like (Check all that apply)	Other noise (please describe). The same as the last answer.
Please indicate driving condition when noise occurs (check all that apply)	Other (please describe). The same as the last answer.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Engine stop/start function works, but is difficult to understand/use	
Please indicate which of the following best describes your concern (check all that apply)	Difficult to understand. Difficult to understand why the car do not start when you push the button and the key is in the car.
Has this trouble required that the vehicle be towed to be repaired?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Entertainment/Navigation System/Connectivity. Transmission and Drivetrain.
Engine Power	
Engine power	Engine power is less than expected.
Welcome	
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Engine power is less than expected	
Has this trouble required that the vehicle be towed to be repaired?	No.
Please describe conditions when this trouble occurs	Weird that this is happen to a new car and I am starting to regret not getting the Toyota.
Trouble occurs while vehicle is (check all that apply)	Accelerating. Slow to respond and jerk on up shift and some down shifts

Engine power is less than expected	
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	5,000-5,999.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
Detail on High Rated Items	
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	Easy to remove the kids and to pack for a trip.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	Leg room is good for my friends and family to move around.
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Please continue the styling of your vehicles. Please improve on the quality. Please test the vehicles better at your proving grounds and stop short cutting.
Hands-Free Phone / Bluetooth system phonebook does not work correctly	
How many contacts do you have in your phone?	25-499.
Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?	I did, but it didn't address all my questions.
Please indicate which aspect of the phonebook does not work properly (check all that apply)	Phonebook does not download. The phone book do not download from my phone all the time.
How often does this trouble occur?	Trouble occurs intermittently.
Vehicle takes too long to charge	
Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	At delivery.
Charging receptacle is difficult to understand/use	
Has this trouble required that the vehicle be towed to be repaired?	No.
Please indicate which of the following best describes your concern (check all that apply)	Other (please specify): It is the USB
Engine stumbles/hesitates/surges	
What best describes the engine drivability trouble? (check all that apply)	Other engine drivability trouble (please describe). The car usually jerk doing shifts.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine trouble occurs (check all that apply)	Driving the vehicle for more than 20 minutes. When push on the accelerator and the rpm are going down and you let off and push again, the car is not smoothing shifted.
Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	5,000-5,999.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours. Normal condition.
Please describe conditions when this trouble occurs	Normal
Hands-Free Phone / Bluetooth system has poor sound quality for the receiver of the call	
At other times during use does your phone have poor call quality?	Yes.
Do you usually set HVAC vent direction toward ceiling?	No.
Sound quality is poor (check one)	For the receiver of the call.
Does the issue occur when speaking at regular volume?	Yes.
Do you recall your cellular coverage at the time?	Do not recall.
Please describe when this trouble occurs	Other: Please describe when this trouble occurs. The person in the back seat need to talk very loud so the other person can hear them on the phone.
How often does this trouble occur?	Trouble occurs regularly.
Voice Activation / Recognition	
Voice Activation / Recognition	Built-in Voice Activation / Recognition doesn't recognize command. Built-in Voice Activation / Recognition feature does not have enough functions available.
Electric Motor Performance (Battery electric vehicle only)	
Electric Motor Performance (Battery electric vehicle only)	Electric motor noise when driving.
Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine stop/start function works, but is difficult to understand/use.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	T-Mobile USA.
Please tell us your cell phone model	HTC DESIRE 530
Please choose your cell phone brand	HTC.
Entertainment/Navigation System/Connectivity	Nothing special. The basic line.
Hands-Free Phone / Bluetooth system loses connection	
How often does this trouble occur?	Trouble occurs regularly.
Lost connection problem happens when	In the middle of a call.
Were you in the middle of a call?	Yes, and did not transfer call to headset.
Connection problem happens on	Bluetooth connection between cell phone and the radio.
Is there more than one phone paired to the vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.
Media	
Media	Radio.
Registration	
Registration	Registration is difficult to understand/use.
Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Shifts at wrong times.
Uconnect Access	
Uconnect Access	Registration.
Vehicle does not charge completely	
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	At delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
Voice Recognition feature does not have enough functions available	
Please describe additional functions you would like to have	It only search phone book. t is useless.
Engine Fuel Consumption	
Engine Fuel consumption	Fuel consumption is worse than expected.
Electric motor noise when driving	
Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	2,000-2,999.
Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
Axle(s)	
Axle(s)	Axle vibrates/shudders.
Transmission Noises	
Transmission Noises	Transmission makes abnormal/excessive noises.

Customer Complaint Report

VIN	2C4RC1BG1HR3	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	04/30/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6107610751
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1106U0551
Color	PSC	B LLET SILVER METALLIC CLEAR COAT					

Report Number		System Key	369743244	Report Version	1	Open Date	07/11/2017
Close Date	07/11/2017	Narrative Date	07/12/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Overall rating of the driver seat	4.
How do you feel about the VALUE of your new car? (i.e.	5.
Ease of adjusting rear seats to desired position.	3.
Rear view styling (rear fascia, bumper)	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Appearance of exterior paint	5.
What is your attitude overall towards the BRAND of your new car?	5.
Vehicle storage and space usage	4.
Is there anything about your new vehicle you would like to see changed?	High beam dimmer switch. Wiper controls back to left side. Transmission shifter.
Comfort of driver bottom seat cushion	5.
Comfort of driver headrest.	5.
Comfort of driver seat back	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Brake responsiveness/effort	5.
Head/leg/foot room	4.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	4.
Ride quality	5.
Exterior design and appearance (overall impression)	5.
Ease of adjusting driver seat to desired position.	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Transmission gear change performance (smoothness)	5.
Ease of folding rear seats to desired position.	5.
How was your purchasing experience (the dealer/dealership)?	5.
Wheels, rims, and tires appearance and styling	5.
Comfort of the rear (2nd row) seats.	4.
Fuel economy and driving range	5.
Interior noise level while driving	4.
How well the driver seat holds you in place while cornering.	5.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Integration with phones	4.
Ease of using system displays while driving	3.
Overall audio, entertainment, and navigation system impression	5.
Clarity of sound	5.
Engine exhaust sound	5.
Feel of the seat material	5.
Steering wheel adjustment	4.
Engine performance during acceleration	5.
Safety and visibility while driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
What is your attitude overall towards your new car?	5.

Overview

Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
How many visits did you make to the dealer?	1 visit.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
	No.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Were the trouble(s) repaired or explained?	Fully.
Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	High beam dimmer switch.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Features/Controls/Displays. Engine.
About You	
Did you purchase or lease your vehicle?	Lease.
Which, if any, influenced your purchase decision? (check all that apply)	Price/Purchase Terms/Financing. Other (please describe). Chrysler retiree. Lifestyle. Value for the money.
Please tell us about the vehicle you replaced (if applicable)	Chrysler. 2015. Town & Country. Replaced Vehicle: Purchased New.
Please indicate your gender	Male.
Please indicate your ethnicity	White.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
What year were you born?	1980-1989.
What is your primary language?	English.
Please indicate the primary driver's age.	70 - 79.
When considering this vehicle	Interact with dealership by phone.
Which of the following best describes the area you live in?	Suburban.
Turn signal controls work properly, but are difficult to understand/use; are in a poor location	
Please indicate why the controls are difficult to understand/use are in a poor location (check all that apply)	Other (please describe). Use will cause the high beam headlights to come on.
Please indicate which of the following best describes your concern (check all that apply)	Poor location.
Engine runs, then dies/stalls	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was	0-999.
Has this trouble required that the vehicle be towed to be repaired?	No.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted. Only happened once while vehicle in motion and the engine light came on. Engine light continued to stay on but had no further stalling. Took to dealer and the diagnosis indicated that the transmission computer connection might have failed but corrected itself. Light went out with no further problems.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
What Can We Do Better?	
What has Chrysler done right?	Best vehicle I have ever driven.
Features/Controls/Displays>Features and Controls>Turn signals>	
Turn signals	Turn signal controls work properly, but are difficult to understand/use; are in a poor location.
Features and Controls	
Features and Controls	Turn signals.

Customer Complaint Report

VIN	2C4RC1GG5H	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	09/21/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6246610717
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z2516H1275
Color	PTE	MOLTEN S LVER					

Report Number		System Key	370574670	Report Version	1	Open Date	07/18/2017
Close Date	07/18/2017	Narrative Date	07/19/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

About You

Which, if any, influenced your purchase decision? (check all that apply)

On-Line blogs or forums.
Lifestyle.
Features/Capabilities.
Dealer/Salesperson interaction.
Value for the money.
Vehicle test drive.
NHTSA or IHS safety ratings.
Price/Purchase Terms/Financing.
Visit the dealership.
Test drive the vehicle.
Research online.

When considering this vehicle

Vehicle fuel economy
Primary vehicle you were considering

3.
2017.
Honda.
Odyssey.
Primary Considered Vehicle: New.

Primary vehicle in your household

Sierra 1500.
2015.
Primary Household Vehicle: Purchased Used.

Please tell us about the vehicle you replaced (if applicable)

GMC.
2011.
Honda.
Odyssey.
Replaced Vehicle: Purchased New.

Which of the following best describes the area you live in?

Rural.

Ability to test drive

2.

Please indicate your ethnicity

3.

Dealership treatment

2.

Financing options

English.

What is your primary language?

4.

Vehicle availability

2.

Vehicle quality

40 - 49.

Please indicate your gender

21-22 mpg.

Please indicate the primary driver's age.

Purchase.

What is your average miles per gallon (MPG) with your vehicle?

4.

Did you purchase or lease your vehicle?

What year were you born?

2.

Vehicle styling

1.

What year were you born?

2.

Vehicle performance

1.

Price

2.

Convenience of dealership location

2.

Trade-in allowance

2.

Slips/will not engage gear properly/shifts erratically

How often does this trouble occur?

Trouble occurs intermittently.

Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)

Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.

To the best of your recollection, the trouble was first noticed

More than 3 months after delivery.

Are you using your vehicle for towing when the problem occurs?

No.

Has this trouble required that the vehicle be towed to be repaired?

Yes.

Please indicate driving condition where the shifting trouble is noticeable (check all that apply)

Normal acceleration.

Approximate mileage when trouble was first noticed was

10,000 or above.

Going into which gear/gears does the trouble occur? (check all that apply)

Not sure.

Vehicle Satisfaction Ratings

Engine sound	4.
Comfort of the rear (2nd row) seats.	2.
Overall rating of the driver seat	1.
Ride quality	4.
Wheels, rims, and tires appearance and styling	5.
Comfort of driver bottom seat cushion	1.

Vehicle Satisfaction Ratings	
Front view styling (front fascia, hood, grille, headlight area)	4.
What is your attitude overall towards your new car?	2.
Integration with phones	5.
Overall audio, entertainment, and navigation system impression	5.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
How well the driver seat holds you in place while cornering.	2.
Comfort of driver headrest.	3.
Exterior design and appearance (overall impression)	5.
Climate control operation (function and ease of use)	5.
Ease of getting into and out of vehicle	5.
Transmission gear change performance (smoothness)	2.
What are your favorite parts of your new vehicle?	Advanced Safety Tech Features
Brake responsiveness/effort	5.
Comfort of driver seat back	1.
Fuel economy and driving range	1.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Interior noise level while driving	3.
Ease of adjusting driver seat to desired position.	4.
What is your attitude overall towards the BRAND of your new car?	3.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Clarity of sound	4.
Feel of the seat material	3.
Rear view styling (rear fascia, bumper)	4.
Support for popular music/video formats	4.
Integration with media players	5.
Safety and visibility while driving	5.
Is there anything about your new vehicle you would like to see changed?	The comfort of the seats. The Honda Odyssey seats are MUCH MORE comfortable
Engine exhaust sound	4.
Ease of using system displays while driving	4.
Engine performance during acceleration	1.
Navigation system route accuracy	2.
Appearance of exterior paint	4.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	1.
Head/leg/foot room	5.
Vehicle storage and space usage	5.
Location and usefulness of interior lighting	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
How do you feel about the VALUE of your new car? (i.e.	5.

Fuel consumption is worse than expected	
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Additional Comments	Honestly - I think the gas tank is too small for this van.
Where do you do most of your driving?	Combination of city/highway driving.
Has this trouble required that the vehicle be towed to be repaired?	No.
How often does this trouble occur?	Trouble occurs regularly.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	0-999.
Are you using your vehicle for towing when the problem occurs?	No.

Overview	
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Was the trouble resolved to your satisfaction?	No.
The information in Mopar Companion was helpful	2 (disagree).
The Smartphone Application format is easy to understand and use	4 (agree).
Did you review the Printed User Guide?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Did you review the Owner's Information DVD?	No.
Information in the Smartphone Application is easy to find and access	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). Have been without my van for 7 days. No estimate on when the repair will be complete.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).

Overview	
Overall, how satisfied are you with the quality of your new vehicle? Please explain further about your choice to recommend your vehicle	Dissatisfied. I LOVED my van until this most recent problem. I am dissatisfied due to the fact that the dealership does not know what is wrong with the van and can not give me an estimate on when it will be repaired. Not to mention, the van only has 20,000 miles on it and left me stranded on the side of the road with 3 kids.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide covers the necessary features	2 (disagree).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Would you recommend this vehicle to family or friends?	No.
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
How many visits did you make to the dealer?	3 visits.

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	I simply want to know what is wrong with my van and when I can expect to have it returned to me. My local dealership has not been able to provide specific information or a timeframe. My number is 5 [REDACTED] 7
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Shift between gears is rough/harsh under normal driving conditions	
Approximate mileage when trouble was first noticed was	2,000-2,999.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Normal acceleration.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.

Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Detail on Low Rated Items	
You rated comfort of driver seat back High. Use this space to provide any specific comments you would like to share.	ALL of the seats are simply UNCOMFORTABLE. Stiff and hard. The heated and cooling feature is fantastic but the comfort is a ZERO
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I do NOT like having to put the car in park to operate the sliding doors. This is impossible for the school car pool line.
You rated fuel economy and driving range Low. Use this space to provide any specific comments you would like to share.	The gas tank is too small. The fuel economy is ok - but the tank does not hold as much as the Honda Odyssey or Dodge Grand Caravan
You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.	This is due to the fact that my van left me stranded on the side of the rode with 3 kids and it still has not been repaired.

Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The Advanced Safety Tech Group FAR exceeds what I could have hoped for. LOVE, LOVE, LOVE!
You rated ease of folding rear seats to desired position High. Use this space to provide any specific comments you would like to share.	LOVE the automatic, touch button folding. Two thumbs up!
You rated ease of getting into and out of vehicle High. Use this space to provide any specific comments you would like to share.	I love the auto sliding doors and hands free option for opening
You rated overall audio, entertainment, and navigation system impression High. Use this space to provide any specific comments you would like to share.	My kids love the UConnect system with games and screens
You rated integration with phones High. Use this space to provide any specific comments you would like to share.	Works perfect with my Samsung phone!
You rated headlight illumination/performance during night-time driving High. Use this space to provide any specific comments you would like to share.	LOVE my LED light strip
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Van is sleek and attractive
You rated vehicle storage and space usage High. Use this space to provide any specific comments you would like to share.	LOTS of room and I love the extra stow and go space
You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	Other cars that offer this many features are much more expensive. i.e. GMC YukonXL
You rated brake responsiveness/effort High. Use this space to provide any specific comments you would like to share.	Car handles very well under extreme braking

Check Engine light indicated trouble	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Describe the engine performance issue you experienced (check all that apply)	Stalling. Hesitation. Lack of power. Gas pedal would not move the car while in "Drive"
Was the "Check Engine" light your first indication there was trouble?	Yes.
Approximate mileage when trouble was first noticed was	10,000 or above.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Has this trouble required that the vehicle be towed to be repaired?	Yes.

Welcome	
Please tell us how many miles are currently on your vehicle	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Engine stumbles/hesitates/surges	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle.
Additional Comments	I am currently without my van due to this issue. It has been at the dealership for 7 days and no estimate on when it will be repaired.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	10,000 or above.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Engine trouble occurs after vehicle is started at	Cold condition - first start of the day or after vehicle is off for 6+ hours.
What best describes the engine drivability trouble? (check all that apply)	Other engine drivability trouble (please describe). Van came to a rolling stop in the middle of the highway. Would not shift out of drive to park, reverse or neutral. Gas pedal would not move the car. Emergency brake non functioning during this episode. Van had to be towed to the dealership.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain.
What Can We Do Better?	
What has Chrysler done right?	The design of the Pacifica is outstanding. I LOVE the Advanced Safety Tech Package.
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
Automatic Transmission	
Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Slips/will not engage gear properly/shifts erratically.
Engine Fuel Consumption	
Engine Fuel consumption	Fuel consumption is worse than expected.

Customer Complaint Report

VIN	2C4RC1DG5H	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON
Built Date	08/16/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE	Serial# 6193610528			
Transmission	DFH	9-SPD 948TE AUTO TRANS	Serial# Z1826H0397			
Color	PW7	BRIGHT WHITE CLEAR COAT				

Report Number		System Key	371033659	Report Version	1	Open Date	07/21/2017
Close Date	07/21/2017	Narrative Date	07/24/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Entertainment/Navigation System/Connectivity

If known, please tell us your software version	Latest
Please tell us your cell phone model	iPhone 7
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	AT&T Mobile.

Check Engine light indicated trouble

Was the "Check Engine" light your first indication there was trouble?	Yes.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Did you also experience an engine performance issue while the "Check Engine" light was on?	No.
Approximate mileage when trouble was first noticed was	3,000-3,999.

Engine runs, then dies/stalls

Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	2,000-2,999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
How often does this trouble occur?	Trouble occurs intermittently.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls while accelerating. The steering and brakes and everything died in the middle of the road. I had to turn off car and restart.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.

Overview

Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
How many visits did you make to the dealer?	3 visits.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. Doral planet dodge
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). They just have me the car back after
Please explain further about your choice to recommend your vehicle	I have had to take it in 3 times in less than 8 months. I have 2 huge car seats that need to be removed each time. Once they didn't have enough rentals. Other times they wouldn't cover rentals.
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	No.

Touchscreen Controls/Menu: Front Screen Display is broken/not working

Please indicate your concern with front screen display (check all that apply)	Other (please describe). The entire screen freezes periodically. Nothing works and you have to turn off the car and restart it (sometimes several times) for it to work against
Please describe conditions when this trouble occurs	You can't use the radio screen at all
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was	0-999.

AUX input is broken/not working

Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs	Won't read my plugged in device

USB connection is broken/not working

Please describe the trouble you experienced (check all that apply)	Device does not stay connected. Sometimes it reads my device other times it doesn't. It's the same device every time.
Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs intermittently.

USB connection is broken/not working	
Please indicate if you are able to do either of the following (check all that apply)	☐ Play audio. ☐ Charge devices.
Vehicle Satisfaction Ratings	
Navigation system route accuracy	3.
Ease of using system displays while driving	4.
Interior comfort, design and appearance of interior (overall impression)	2.
Integration with media players	3.
Overall audio, entertainment, and navigation system impression	2.
Integration with phones	4.
Support for popular music/video formats	3.
Rear view styling (rear fascia, bumper)	1.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	☐ No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	☐ Entertainment/Navigation System/Connectivity. ☐ Transmission and Drivetrain. ☐ Brake System. ☐ Engine.
USB connection issues	
USB connection issues	☐ USB connection is broken/not working.
Touchscreen Controls	
Touchscreen Controls	☐ Touchscreen Controls/Menu: Front Screen Display is broken/not working.
Media	
Media	☐ AUX input issues. ☐ USB connection issues.
Welcome	
Are you the primary driver of this vehicle?	☐ Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	☐ Yes.
Please tell us how many miles are currently on your vehicle	☐ 3,000-4,999.
Engine Stalling	
Engine Stalling	☐ Engine runs, then dies/stalls.
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	☐ "Check Engine" light indicated trouble.
About You	
Did you purchase or lease your vehicle?	☐ Lease.
AUX input issues	
AUX input issues	☐ AUX input is broken/not working.

Customer Complaint Report

VIN	2C4RC1BG2HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	10/13/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6267620014
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z2796U1219
Color	PW2	TUSK WHITE					

Report Number		System Key	372318077	Report Version	2	Open Date	08/02/2017
Close Date	08/02/2017	Narrative Date	08/04/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Electronic Engine Controls (Check Engine)

Electronic Engine Controls ('Check Engine') "Check Engine" light indicated trouble.

Vehicle Satisfaction Ratings

Steering and handling (responsiveness, stability)	5.
How well the driver seat holds you in place while cornering.	5.
How do you feel about the VALUE of your new car? (i.e.	4.
How do you feel about the durability of your new vehicle?	5.
Wheels, rims, and tires appearance and styling	3.
Appearance of exterior paint	5.
Climate control operation (function and ease of use)	2.
Feel of the seat material	4.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Ease of adjusting driver seat to desired position.	5.
Comfort of driver seat back	5.
Engine exhaust sound	5.
Comfort of the rear (2nd row) seats.	3.
Integration with media players	3.
What are your favorite parts of your new vehicle?	Ride, handling, styling
Clarity of sound	3.
What is your attitude overall towards the BRAND of your new car?	5.
Comfort of driver headrest.	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Comfort of driver bottom seat cushion	5.
Location and usefulness of interior lighting	4.
Interior comfort, design and appearance of interior (overall impression)	3.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of using system displays while driving	1.
Is there anything about your new vehicle you would like to see changed?	Touch screen system is dangerous and distracting (and yes - we've had many touch screen vehicles I wouldn't say this about)
Ride quality	5.
Overall audio, entertainment, and navigation system impression	2.
Brake responsiveness/effort	5.
Ease of getting into and out of vehicle	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	3.
Interior noise level while driving	5.
Engine sound	5.
Fuel economy and driving range	5.
Transmission gear change performance (smoothness)	5.
Integration with phones	4.
Overall rating of the driver seat	5.
Navigation system route accuracy	4.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	5.
Ease of adjusting rear seats to desired position.	5.
Ease of folding rear seats to desired position.	5.
What is your attitude overall towards your new car?	5.
How was your purchasing experience (the dealer/dealership)?	1.
Safety and visibility while driving	5.

Overview

Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide format is easy to understand and use	4 (agree).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.

Overview	
Was the trouble resolved to your satisfaction?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	Motor Trend.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
The Vehicle User Guides format is easy to use/understand	4 (agree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
The information in Mopar Companion was helpful	3 (neither agree nor disagree).
What type of technology would you like to use when learning about your vehicle in the future?	Good old book... it's still the easiest and most convenient and doesn't depend on cell signals or you knowing where your keys are to work.
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.
How many visits did you make to the dealer?	1 visit.
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Were the trouble(s) repaired or explained?	Fully.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.

Engine runs, then dies/stalls	
How often does this trouble occur?	Trouble occurs intermittently.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted.
Engine trouble occurs (check all that apply)	Driving the vehicle for more than 20 minutes.
Additional Comments	Faulty fuel pressure regulator. Issue fully resolved
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	10,000 or above.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures.
Has this trouble required that the vehicle be towed to be repaired?	No.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.

About You	
Primary vehicle in your household	2016. GMC. Primary Household Vehicle: Purchased New. Sierra 3500HD.
Please tell us about the vehicle you replaced (if applicable)	2012. Grand Caravan. Dodge. Replaced Vehicle: Purchased New.
Vehicle fuel economy	4.
Vehicle performance	4.
Price	3.
Convenience of dealership location	4.
Dealership treatment	5.
Trade-in allowance	4.
Did you purchase or lease your vehicle?	Purchase.
What is your primary language?	English.
Please indicate your gender	■
Please indicate your ethnicity	■
Please indicate the primary driver's age.	40 - 49.
What is your average miles per gallon (MPG) with your vehicle?	27-28 mpg.
Which, if any, influenced your purchase decision? (check all that apply)	Features/Capabilities. Dealer/Salesperson interaction. Previous experience with the vehicle/brand.
When considering this vehicle	Visit the dealership. Test drive the vehicle.
Primary vehicle you were considering	Dodge. Grand Caravan. 2017. Primary Considered Vehicle: New.
Vehicle availability	4.
Ability to test drive	5.
Which of the following best describes the area you live in?	Rural.
Vehicle styling	4.
Financing options	4.
Vehicle quality	5.
What year were you born?	■

Engine stumbles/hesitates/surges	
Approximate mileage when trouble was first noticed was	10,000 or above.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
What best describes the engine drivability trouble? (check all that apply)	Engine has a hesitation, momentarily cuts out, or surges while accelerating. Faulty fuel pressure regulator. Problem already resolved with dealer / warranty.
	Engine has a hesitation, momentarily cuts out, or surges while decelerating. Faulty fuel pressure regulator
Engine trouble occurs (check all that apply)	Driving the vehicle for more than 20 minutes.
	Within first 5 minutes after starting vehicle.
	Driving the vehicle more than 5 minutes but less than 20 minutes.
Additional Comments	Problem already resolved by dealer
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
	Hot condition - after vehicle is off for less than 1 hour.
	Cold condition - first start of the day or after vehicle is off for 6+ hours.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	No.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle	More than 10,000.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.
Detail on Low Rated Items	
You rated ease of using system displays while driving Low. Use this space to provide any specific comments you would like to share.	Too many touches to get to rear HVAC controls... too much info to be safe...
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	This was by accident... the dealer is awesome. We buy many cars from junction due to excellent sales and service
Detail on High Rated Items	
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	30 mpg is common!
You rated overall rating of the driver seat High. Use this space to provide any specific comments you would like to share.	Arm rests that adjust like the Honda Odyssey or Toyota would be very welcomed
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Engine and transmission work very well. We do live in a hilly area - sometimes the transmission does wierd downshifts when using the L setting - especially when towing a trailer. Having the + / - buttons as in the ram 1500 would be appreciated... let us choose the gear please.
You rated transmission gear change performance (smoothness) High. Use this space to provide any specific comments you would like to share.	Engine and transmission work very well. We do live in a hilly area - sometimes the transmission does wierd downshifts when using the L setting - especially when towing a trailer. Having the + / - buttons as in the ram 1500 would be appreciated... let us choose the gear please.
You rated interior noise level while driving High. Use this space to provide any specific comments you would like to share.	So much better than the old series van...
You rated ease of folding rear seats to desired position High. Use this space to provide any specific comments you would like to share.	New stow and Go system is much better than the old system.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Engine Drivability (stumbles/hesitates/surges)	
Engine Drivability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
What Can We Do Better?	
What has Chrysler done right?	Everything else is perfect.
Feedback/Concerns	Entertainment system and controls are too complex to utilize safely in the Pacifica. Some buttons would be welcome for high use functions... rear climate controls are dangerous to even try to access when driving (through touch screen).

Customer Complaint Report

VIN	2C4RC1GG7HF	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	02/09/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENG NE UPG I W/ESS				Serial#	6010720240
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0317H1023
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	372698316	Report Version	1	Open Date	07/22/2017
Close Date	08/05/2017	Narrative Date	08/07/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Overview

The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.
Information in the Smartphone Application is easy to find and access	4 (agree).
The information in Mopar Companion was helpful	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Would you recommend this vehicle to family or friends?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.

Vehicle Satisfaction Ratings

Integration with phones	1.
Overall audio, entertainment, and navigation system impression	4.
Integration with media players	5.
Wheels, rims, and tires appearance and styling	5.
Front view styling (front fascia, hood, grille, headlight area)	4.
Clarity of sound	3.
Ease of using system displays while driving	4.
Sidel/profile view styling (driver's side or passenger's side exterior area)	4.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	4.
Rear view styling (rear fascia, bumper)	4.
Appearance of exterior paint	4.
Safety and visibility while driving	1.
Navigation system route accuracy	2.

Engine Fuel Consumption

Engine Fuel consumption	Fuel consumption is worse than expected.
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Fuel consumption is worse than expected

Has this trouble required that the vehicle be towed to be repaired?	No.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Additional Comments	Transmission shifting is not smooth. At times
Please describe conditions when this trouble occurs	Stalls Up hills.
Where do you do most of your driving?	Highway/freeway driving (speeds held fairly constant above 45 mph).
Approximate mileage when trouble was first noticed was	0-999.
Are you using your vehicle for towing when the problem occurs?	No.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
How often does this trouble occur?	Trouble occurs intermittently.

Shift between gears is rough/harsh under normal driving conditions

Approximate mileage when trouble was first noticed was	0-999.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Normal acceleration.
	Maintaining a fairly constant speed on level roads.

Shift between gears is rough/harsh under normal driving conditions

How often does this trouble occur?	Trouble occurs intermittently.
Has this trouble required that the vehicle be towed to be repaired?	No.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure. Occurred on highway
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.

Engine runs, then dies/stalls

Approximate mileage when trouble was first noticed was	0-999.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 91 and 100 degrees F.
Engine trouble occurs (check all that apply)	Driving the vehicle for more than 20 minutes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	No.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted. Up hill engine stalls when going from stop to moving.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.

Welcome

Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Stalling on hills. And rough idle. Rough gear changes at times.
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Engine Stalling

Engine Stalling	Engine runs, then dies/stalls.
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Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Transmission and Drivetrain. Engine.
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Automatic Transmission

Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions.
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Customer Complaint Report

VIN	2C4RC1BG9HF	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	07/19/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6176610828
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1756H0942
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	372699678	Report Version	1	Open Date	08/06/2017
Close Date	08/06/2017	Narrative Date	08/07/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

Please tell us about the vehicle you replaced (if applicable)	Town & Country. Replaced Vehicle: Purchased New. 2008. Chrysler.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
When considering this vehicle	Research online. Visit the dealership.
Please indicate your ethnicity	White
Which of the following best describes the area you live in?	Rural.
Primary vehicle in your household	2006. Dodge. Ram 1500. Primary Household Vehicle: Purchased New.
Which, if any, influenced your purchase decision? (check all that apply)	Previous experience with the vehicle/brand. Lifestyle. Vehicle test drive. Dealer/Salesperson interaction.
Please indicate your gender	Male.
Did you purchase or lease your vehicle?	Purchase.
What is your primary language?	English.
Please indicate the primary driver's age.	40 - 49
What year were you born?	

Vehicle Satisfaction Ratings

Ease of using system displays while driving	5.
Engine exhaust sound	5.
Comfort of driver bottom seat cushion	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Appearance of exterior paint	5.
Engine performance during acceleration	5.
Safety and visibility while driving	5.
Rear view styling (rear fascia, bumper)	5.
Overall rating of the driver seat	5.
Engine sound	5.
Comfort of the rear (2nd row) seats.	5.
Fuel economy and driving range	5.
Transmission gear change performance (smoothness)	5.
Integration with media players	5.
Comfort of driver headrest.	3.
What is your attitude overall towards your new car?	5.
Steering wheel adjustment	5.
Interior comfort, design and appearance of interior (overall impression)	5.
How was your purchasing experience (the dealer/dealership)?	5.
Clarity of sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Comfort of driver seat back	5.
Support for popular music/video formats	3.
Exterior design and appearance (overall impression)	5.
Ease of adjusting driver seat to desired position.	5.
Climate control operation (function and ease of use)	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Brake responsiveness/effort	5.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
How do you feel about the durability of your new vehicle?	5.
Steering and handling (responsiveness, stability)	5.

Vehicle Satisfaction Ratings	
How well the driver seat holds you in place while cornering.	5.
Integration with phones	5.
Overall audio, entertainment, and navigation system impression	5.
Feel of the seat material	5.
Ride quality	5.
Interior noise level while driving	5.
Ease of getting into and out of vehicle	5.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	5.
Front view styling (front fascia, hood, grille, headlight area)	5.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Check Engine light indicated trouble	
Was the "Check Engine" light your first indication there was trouble?	No.
Describe the engine performance issue you experienced (check all that apply)	Stalling. same Hesitation. same Lack of power. issue previously described
Approximate mileage when trouble was first noticed was	3,000-3,999.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Engine stumbles/hesitates/surges	
Additional Comments	Shannon dillman at button motors in kokomo took great care of the issue for me
What type of fuel do you most often put into your vehicle?	Regular gasoline.
What best describes the engine drivability trouble? (check all that apply)	Engine has a hesitation, momentarily cuts out, or surges while decelerating. fuel pressure sensor was faulty
Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	3,000-3,999.

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. bought in Indianapolis , live close to kokomo
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Were the trouble(s) repaired or explained?	Fully.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Was the trouble resolved to your satisfaction?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Did you review the Printed User Guide?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Please explain further about your choice to recommend your vehicle	I am an FCA employee . Buy what we build . Its a quality vehicle
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
How many visits did you make to the dealer?	2 visits.
Did you review the Owner's Information DVD?	No.

Welcome	
Please tell us how many miles are currently on your vehicle	7,000-9,999.
Are you the primary driver of this vehicle?	No.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.

Customer Complaint Report

VIN	2C4RC1DG3H	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON
Built Date	09/16/2016	Market	U	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE	Serial# 6241611021			
Transmission	DFH	9-SPD 948TE AUTO TRANS	Serial# Z2436H1133			
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				

Report Number		System Key	372700553	Report Version	1	Open Date	08/06/2017
Close Date	08/06/2017	Narrative Date	08/07/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

About You

Vehicle styling	4.
Vehicle quality	5.
Which of the following best describes the area you live in?	Suburban.
Primary vehicle in your household	Primary Household Vehicle: Purchased New.
Financing options	1.
Please indicate the primary driver's age.	70 - 79.
Vehicle performance	5.
Convenience of dealership location	4.
What is your average miles per gallon (MPG) with your vehicle?	23-24 mpg.
Did you purchase or lease your vehicle?	Purchase.
Vehicle availability	2.
When considering this vehicle	Research online.
What year were you born?	
Vehicle fuel economy	3.
Please indicate your ethnicity	Prefer not to answer.
Dealership treatment	3.
Price	2.
What is your primary language?	English.
Please indicate your gender	
Ability to test drive	1.

Welcome

Please tell us how many miles are currently on your vehicle	0-999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	No.

Vehicle Satisfaction Ratings

How do you feel about the VALUE of your new car? (i.e.	2.
How was your purchasing experience (the dealer/dealership)?	3.
Location and usefulness of interior lighting	5.
Ease of using system displays while driving	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Head/leg/foot room	4.
Steering and handling (responsiveness, stability)	5.
Integration with phones	2.
Vehicle storage and space usage	5.
Safety and visibility while driving	5.
Appearance of exterior paint	5.
Support for popular music/video formats	4.
Engine exhaust sound	4.
How well the driver seat holds you in place while cornering.	5.
Feel of the seat material	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Comfort of driver headrest.	4.
Clarity of sound	5.
Ease of folding rear seats to desired position.	5.
Comfort of driver seat back	5.
Ease of adjusting driver seat to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Rear view styling (rear fascia, bumper)	5.
What is your attitude overall towards the BRAND of your new car?	3.
Comfort of driver bottom seat cushion	4.
Engine sound	5.
Wheels, rims, and tires appearance and styling	5.
What is your attitude overall towards your new car?	2.
Overall audio, entertainment, and navigation system impression	5.
Overall rating of the driver seat	5.
Ease of getting into and out of vehicle	4.

Vehicle Satisfaction Ratings	
Interior noise level while driving	4.
Ride quality	5.
How do you feel about the durability of your new vehicle?	3.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Engine performance during acceleration	3.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Exterior design and appearance (overall impression)	5.

Check Engine light indicated trouble	
Approximate mileage when trouble was first noticed was	0-999.
Describe the engine performance issue you experienced (check all that apply)	Stalling.
Was the "Check Engine" light your first indication there was trouble?	Yes.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	8 [REDACTED]

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Entertainment/Navigation System/Connectivity.

Overview	
Would you recommend this vehicle to family or friends?	No.
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Information in the Printed User Guide is easy to find and access	4 (agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	4 (agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Were the trouble(s) repaired or explained?	Fully.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
How many visits did you make to the dealer?	1 visit.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Owner's Information DVD?	Yes.
DVD format is easy to understand and use	4 (agree).
Was the trouble resolved to your satisfaction?	No.
Information on the DVD is easy to find and access	4 (agree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
Printed User Guide format is easy to understand and use	4 (agree).
The Vehicle User Guides format is easy to use/understand	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I am concerned that check engine still comes on after a fuel pump was replaced. The light has been since the car was purchased. The car spent around five days at the dealer. I was provided with a loaner.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ("Check Engine")	"Check Engine" light indicated trouble.

Customer Complaint Report

VIN	2C4RC1GG8HP700774	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	02/08/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENG NE UPG I W/ESS				Serial#	6012710697
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0097U1142
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					

Report Number	1	System Key	373183658	Report Version	2	Open Date	08/09/2017
Close Date	08/09/2017	Narrative Date	08/11/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Clarity of sound	4.
Safety and visibility while driving	5.
Steering wheel adjustment	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Engine performance during acceleration	5.
How well the driver seat holds you in place while cornering.	4.
How was your purchasing experience (the dealer/dealership)?	4.
Integration with phones	4.
What is your attitude overall towards the BRAND of your new car?	3.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Interior noise level while driving	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	4.
Overall rating of the driver seat	5.
Wheels, rims, and tires appearance and styling	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Feel of the seat material	4.
Overall audio, entertainment, and navigation system impression	4.
Ease of folding rear seats to desired position.	4.
Comfort of driver bottom seat cushion	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Comfort of driver headrest.	5.
Headlight illumination/performance during night-time driving	4.
Ride quality	5.
Exterior design and appearance (overall impression)	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
Vehicle storage and space usage	5.
Ease of using system displays while driving	4.
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	1.
What is your attitude overall towards your new car?	3.
Ease of adjusting driver seat to desired position.	5.
Rear view styling (rear fascia, bumper)	5.
Comfort of driver seat back	5.
Appearance of exterior paint	5.
Support for popular music/video formats	4.
Engine exhaust sound	5.

About You

Please indicate your gender	Male.
Vehicle quality	1.
Primary vehicle in your household	Porsche.
	Primary Household Vehicle: Purchased Used.
	2013.
	911.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used.
	2009.
	M35.
	Infiniti.
Did you purchase or lease your vehicle?	Lease.
Financing options	1.
Which of the following best describes the area you live in?	Suburban.
What year were you born?	
Which, if any, influenced your purchase decision? (check all that apply)	Features/Capabilities.
	Dealer/Salesperson interaction.

About You	
What is your primary language?	Automotive magazines.
Please indicate the primary driver's age.	Dealership information.
Ability to test drive	Manufacturers website.
When considering this vehicle	Internet research.
	Consumer Reports ratings.
	Vehicle test drive.
	English.
	50 - 59.
	1.
	Visit the dealership.
	Research online.
	Test drive the vehicle.
Primary vehicle you were considering	Primary Considered Vehicle: New.
	Honda.
	Odyssey.
	2017.
Please indicate your ethnicity	█
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	My wife liked the way the Pacifica drove better than the Honda.
Price	3.
Vehicle performance	1.
Vehicle fuel economy	1.
Vehicle styling	3.
Convenience of dealership location	1.
Vehicle availability	2.
Trade-in allowance	1.
Dealership treatment	1.
Overview	
Printed User Guide covers the necessary features	4 (agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable). Not yet
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Please explain further about your choice to recommend your vehicle	Very nice right up until the point where it died on the side of the road for no apparent reason
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. It's there now, in fact
Would you recommend this vehicle to family or friends?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
How many visits did you make to the dealer?	1 visit.
Was the trouble resolved to your satisfaction?	No.
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
	None or other (if other, please describe). Panorama, SCCA
	Road and Track.
	Auto Week.
Did you review the Printed User Guide?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Did you review the Owner's Information DVD?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Information on the DVD is easy to find and access	4 (agree).
DVD format is easy to understand and use	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	What's wrong with my car, and assurances that this was a one-time thing. █
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
Engine will not start at all	
What best describes the no start condition?	Engine does not crank at all.
Has this trouble required that the vehicle be towed to be repaired?	Yes.

Engine will not start at all	
Approximate mileage when trouble was first noticed was	1,000-1,999.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Please indicate when the starting trouble occurs	Other (please describe). Occurred once, yesterday, so in the shop now
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Detail on High Rated Items	
You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.	Very impressed with driving aides of lane assist and adaptive cruise control. The ACC was especially useful in a driving rainstorm on the interstate in heavy traffic. It never made any mistakes and made the whole process easier and made me feel safer.
You rated head/leg/foot room High. Use this space to provide any specific comments you would like to share.	I'm " " and had no issues.
You rated engine performance during acceleration High. Use this space to provide any specific comments you would like to share.	Plenty of engine for this application.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Great looking for a minivan
You rated overall rating of the driver seat High. Use this space to provide any specific comments you would like to share.	Drove a 600 mile trip in comfort
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	See previous comments on adaptive cruise control.
You rated interior comfort, design and appearance of interior (overall impression) High. Use this space to provide any specific comments you would like to share.	It's a really nice, luxurious interior with many great and useful features. I'm very happy with it in that regard.

Check Engine light indicated trouble	
Approximate mileage when trouble was first noticed was	1,000-1,999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Did you also experience an engine performance issue while the "Check Engine" light was on?	No.
Additional Comments	While driving, very little warning of battery/electrical problem, then dies. All battery/electrical function gone
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Was the "Check Engine" light your first indication there was trouble?	Yes.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Welcome	
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	No.

Battery Failed	
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Approximate mileage when trouble was first noticed was	1,000-1,999.
Additional Comments	See previous comment

What Can We Do Better?	
What has Chrysler done right?	Made an attractive, nicely optioned, well sorted out vehicle.
Feedback/Concerns	I was feeling pretty good about the car right up until it died on the road, with the new car smell still in it.

Detail on Low Rated Items	
You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.	As mentioned previously, the car died inexplicably on the road yesterday. It's still brand new.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.

Battery	
Battery	Battery Failed.

Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine will not start at all.

Customer Complaint Report

VIN	2C4RC1DG6H	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON
Built Date	11/24/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE			Serial#	6300610730
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	Z3226U0476
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				

Report Number		System Key	373304332	Report Version	1	Open Date	08/10/2017
Close Date	08/10/2017	Narrative Date	08/11/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

What Can We Do Better?

What has Chrysler done right?	Nice ride, luxury
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About You

Vehicle availability	3.
Primary vehicle in your household	Primary Household Vehicle: Purchased New. Ram 1500. Dodge. Suburban.
Which of the following best describes the area you live in?	4.
Vehicle quality	Interact with dealership by phone.
When considering this vehicle	4.
Vehicle styling	Replaced Vehicle: Purchased New. Cherokee. Jeep. 2016.
Please tell us about the vehicle you replaced (if applicable)	Primary Considered Vehicle: New. Dodge. Charger. 2017.
Primary vehicle you were considering	19-20 mpg.
What is your average miles per gallon (MPG) with your vehicle?	3.
Price	3.
Vehicle fuel economy	Vehicle test drive. Dealership information. Lifestyle.
Which, if any, influenced your purchase decision? (check all that apply)	3.
Vehicle performance	3.
Financing options	3.
Did you purchase or lease your vehicle?	Purchase.
Dealership treatment	4.
What is your primary language?	English.
Trade-in allowance	3.
Ability to test drive	5.
Please indicate your ethnicity	
Convenience of dealership location	3.
Please indicate the primary driver's age.	40 - 49.
Please indicate your gender	

Vehicle Satisfaction Ratings

How do you feel about the durability of your new vehicle?	4.
Integration with phones	3.
Appearance of exterior paint	4.
Comfort of the rear (2nd row) seats.	4.
Support for popular music/video formats	4.
Rear view styling (rear fascia, bumper)	4.
Feel of the seat material	4.
Clarity of sound	4.
What is your attitude overall towards the BRAND of your new car?	4.
Safety and visibility while driving	4.
Engine sound	3.
Steering wheel adjustment	4.
Engine performance during acceleration	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Vehicle storage and space usage	2.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Transmission gear change performance (smoothness)	4.
Brake responsiveness/effort	3.
Fuel economy and driving range	4.
How well the driver seat holds you in place while cornering.	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Comfort of driver headrest.	2.

Vehicle Satisfaction Ratings	
Navigation system route accuracy	3.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	4.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Comfort of driver bottom seat cushion	4.
Exterior design and appearance (overall impression)	4.
Comfort of driver seat back	4.
Ease of adjusting driver seat to desired position.	4.
Headlight illumination/performance during night-time driving	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Overall audio, entertainment, and navigation system impression	4.
Ease of adjusting rear seats to desired position.	3.
Ride quality	4.
Ease of folding rear seats to desired position.	3.
Steering and handling (responsiveness, stability)	4.
What are your favorite parts of your new vehicle?	Smooth ride
Ease of using system displays while driving	4.
Head/leg/foot room	4.
Integration with media players	3.
Is there anything about your new vehicle you would like to see changed?	More cup/ storage for 2nd & 3rd row seats
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Climate control operation (function and ease of use)	4.
Location and usefulness of interior lighting	4.
Engine exhaust sound	3.
Overall rating of the driver seat	4.

Overview	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	No.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). N/A
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, appointment currently scheduled.

Engine runs, then dies/stalls	
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle. Same as above explained
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls and you must wait before it can be restarted. Stalled said to in park when driving one day. Put in park turned off waited a minute then put on brake & restarted put in drive was driving fine after not sure why it did it no reason.
Approximate mileage when trouble was first noticed was	1,000-1,999.
Has this trouble required that the vehicle be towed to be repaired?	No.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 91 and 100 degrees F. Hot summer day
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.

Welcome	
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Are you the primary driver of this vehicle?	Yes.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Detail on High Rated Items	
	Great place to do business

Detail on High Rated Items
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.

Customer Complaint Report

VIN	2C4RC1DG7HR7	Model Year	2017	Body	RUCM53	CHRYSLER PAC FICA TOURING WAGON
Built Date	02/23/2017	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS			Serial#	6029720443
Transmission	DFH	9-SPD 948TE AUTO TRANS			Serial#	Z0377H0772
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

Report Number		System Key	373497894	Report Version	1	Open Date	08/13/2017
Close Date	08/13/2017	Narrative Date	08/14/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Climate control operation (function and ease of use)	5.
Exterior design and appearance (overall impression)	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Navigation system route accuracy	5.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Interior noise level while driving	5.
Ride quality	5.
Ease of getting into and out of vehicle	5.
Overall rating of the driver seat	5.
Brake responsiveness/effort	5.
Integration with phones	5.
Overall audio, entertainment, and navigation system impression	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Engine sound	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Comfort of the rear (2nd row) seats.	5.
Feel of the seat material	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
How well the driver seat holds you in place while cornering.	5.
Safety and visibility while driving	5.
Rear view styling (rear fascia, bumper)	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
How was your purchasing experience (the dealer/dealership)?	5.
Steering wheel adjustment	5.
Integration with media players	5.
What is your attitude overall towards your new car?	5.
Clarity of sound	5.
What is your attitude overall towards the BRAND of your new car?	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Engine performance during acceleration	5.
Comfort of driver bottom seat cushion	5.
Comfort of driver headrest.	5.
Engine exhaust sound	5.
Comfort of driver seat back	5.
Ease of using system displays while driving	5.
Ease of adjusting driver seat to desired position.	5.
Steering and handling (responsiveness, stability)	5.
Head/leg/foot room	5.
Location and usefulness of interior lighting	5.
How do you feel about the durability of your new vehicle?	5.
Vehicle storage and space usage	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.

Overview

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Was the trouble resolved to your satisfaction?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	5 (very satisfied).
	Yes.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	
If our team has any additional questions about your responses, would you accept further contact?	No.
Would you recommend this vehicle to family or friends?	Yes.
How many visits did you make to the dealer?	2 visits.
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Printed User Guide covers the necessary features	5 (strongly agree).
Did you review the Owner's Information DVD?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
The information in Mopar Companion was helpful	5 (strongly agree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	5 (strongly agree).
Did you review the Printed User Guide?	Yes.
The Vehicle User Guides format is easy to use/understand	5 (strongly agree).
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
The Smartphone Application format is easy to understand and use	5 (strongly agree).
The Vehicle User Guide via the radio touchscreen was easy to find	5 (strongly agree).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable).

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	
	No.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Welcome	
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.

Engine runs, then dies/stalls	
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted.
Engine trouble occurs after vehicle is started at	Hot condition - after vehicle is off for less than 1 hour. Other (please describe). While driving
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	1,000-1,999.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Engine trouble occurs (check all that apply)	Driving the vehicle for more than 20 minutes.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

About You	
Did you purchase or lease your vehicle?	Purchase.

Customer Complaint Report

VIN	2C4RC1GG6HR	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	06/12/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENG NE UPG I W/ESS				Serial#	6138710682
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1447H0728
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	375300474	Report Version	1	Open Date	08/28/2017
Close Date	08/28/2017	Narrative Date	08/29/2017	Category		Mileage	0

Dealer	41622		Phone	
Dealer City		State	ZIP	
Dealer Zone	ZZ			

Touchscreen Controls/Menu: Front Screen Display is broken/not working

Additional Comments	The dealer was able to replicate the problem. The dealer said they fixed it, but it still freezes sometimes.
Approximate mileage when trouble was first noticed was	0-999.
Please indicate your concern with front screen display (check all that apply)	Other (please describe). sometimes the touchscreen freezes up
Please describe conditions when this trouble occurs	sometimes when clicking through the different options, the touchscreen freezes up
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Satisfaction Ratings

Overall audio, entertainment, and navigation system impression	3.
Integration with media players	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Clarity of sound	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Brake responsiveness/effort	5.
Ease of adjusting driver seat to desired position.	5.
What are your favorite parts of your new vehicle?	great look, great technology
Climate control operation (function and ease of use)	5.
Location and usefulness of interior lighting	5.
Feel of the seat material	5.
How well the driver seat holds you in place while cornering.	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Ease of using system displays while driving	4.
Steering and handling (responsiveness, stability)	5.
Comfort of driver bottom seat cushion	5.
What is your attitude overall towards your new car?	3.
Comfort of driver headrest.	5.
How was your purchasing experience (the dealer/dealership)?	3.
Appearance of exterior paint	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Engine performance during acceleration	5.
Safety and visibility while driving	5.
Engine exhaust sound	5.
What is your attitude overall towards the BRAND of your new car?	4.
Comfort of driver seat back	5.
Ease of adjusting rear seats to desired position.	3.
Ease of folding rear seats to desired position.	3.
Integration with phones	4.
Overall rating of the driver seat	5.
Transmission gear change performance (smoothness)	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Ride quality	5.
How do you feel about the durability of your new vehicle?	3.
Exterior design and appearance (overall impression)	5.
Navigation system route accuracy	4.
Headlight illumination/performance during night-time driving	5.
Is there anything about your new vehicle you would like to see changed?	more reliable technology, have the touchscreen display what is on the smartphone
Fuel economy and driving range	5.
Comfort of the rear (2nd row) seats.	5.
Interior noise level while driving	5.
Ease of getting into and out of vehicle	5.
Engine sound	5.

About You

Vehicle performance	4.
What year were you born?	
What is your primary language?	English.

About You

Primary vehicle in your household	Dodge. Dakota. 2007. Primary Household Vehicle: Purchased New. 4. 30 - 39. [REDACTED].
Vehicle fuel economy	Caliber.
Please indicate the primary driver's age.	Replaced Vehicle: Purchased New.
Please indicate your ethnicity	2009.
Please tell us about the vehicle you replaced (if applicable)	Dodge. Manufacturers website. Price/Purchase Terms/Financing. Other (please describe). 8 seats that were comfortable for adults Advertisements. Consumer Reports ratings. Value for the money. Previous experience with the vehicle/brand. J D Power reports. Dealer/Salesperson interaction. On-Line blogs or forums. Features/Capabilities. NHTSA or I HS safety ratings. Automotive magazines. Interact with dealership by email. Test drive the vehicle. Visit the dealership. Research online.
Which, if any, influenced your purchase decision? (check all that apply)	21-22 mpg. 5. lifetime warranty availability 1. Purchase. 1. 1. Urban. 5. 5. 3. [REDACTED] 5. 1.
When considering this vehicle	
What is your average miles per gallon (MPG) with your vehicle?	
Dealership treatment	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	
Trade-in allowance	
Did you purchase or lease your vehicle?	
Convenience of dealership location	
Ability to test drive	
Which of the following best describes the area you live in?	
Vehicle styling	
Vehicle quality	
Vehicle availability	
Please indicate your gender	
Price	
Financing options	

Overview

If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Which automotive publications do you subscribe to? (check all that apply)	Consumer Reports ratings.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). I took it to the dealer for the touchscreen and the seat issue, but not the engine dying.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Did you review the Printed User Guide?	Yes.
The Vehicle User Guides format is easy to use/understand	4 (agree).
Please explain further about your choice to recommend your vehicle	I like the vehicle but I'd probably recommend to wait for the 2018 model or after in order for all of the bugs to be worked out.
Printed User Guide covers the necessary features	5 (strongly agree).
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.

Engine Stalling

Engine Stalling	Engine runs, then dies/stalls.
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Engine runs, then dies/stalls

Engine runs, then dies/stalls	
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 91 and 100 degrees F.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted. engine while driving through a parking lot. I shifted to neutral and restarted it immediately.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	0-999.
Has this trouble required that the vehicle be towed to be repaired?	No.
Please describe conditions when this trouble occurs	only happened once in a parking lot

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	1,000-2,999.

Adjustments and Controls	
Adjustments and Controls	Rear folding seat/seatback is broken/not working.

Rear folding seat/seatback is broken/not working	
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	0-999.
Additional Comments	The dealer fixed it. The dealer said that a floor mat was stuck under the seat, but I don't think that's true. There was no floor mat near the seat. Besides, the seat is supposed to reverse its direction if there's something in the way, and that didn't happen.
Please describe conditions when this trouble occurs	only happened once
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please indicate which rear folding seat/seatback has trouble (check all that apply)	Power passenger's side third row seat. The third row seat was stuck between stow and normal, so it was unusable.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Seats. Engine. Entertainment/Navigation System/Connectivity.

Detail on High Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	The 2nd row headrests are hard to adjust. I don't know whether they are adjustable or not.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?	
What has Chrysler done right?	the Pacifica would be wonderful if everything worked like it's supposed to. Beautiful design, great features. I also like that lifetime warranty is available for purchase. That's the most important thing to me.

Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display is broken/not working.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	The 2nd row headrests are hard to adjust. I don't know whether they are adjustable or not. Also, not happy that the touchscreen and the rear stow and go had issues.

Customer Complaint Report

VIN	2C4RC1EG1H	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOUR NG L PLUS WAGON	
Built Date	06/24/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	6151710623
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1717U0312
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	376482140	Report Version	1	Open Date	09/09/2017
Close Date	09/09/2017	Narrative Date	09/11/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). The engine issue was fixed but the u connect issue was not
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
What type of technology would you like to use when learning about your vehicle in the future?	App
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. Took to a dealer in my area. Koons Tysons chrysler jeep in vienna, va
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Did you review the Printed User Guide?	Yes.
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	4 (agree).
Would you recommend this vehicle to family or friends?	No.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). None
How many visits did you make to the dealer?	2 visits.
Please explain further about your choice to recommend your vehicle	This issue should have been resolved immediately but I am still dealing with getting u connect system replaced!
The Vehicle User Guides format is easy to use/understand	4 (agree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.

Hard controls/menus: Front Screen Display is broken/not working

Additional Comments	I need a replacement!
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was	0-999.
Please indicate your concern with front screen display (check all that apply)	Other (please describe). Freezes
Please describe conditions when this trouble occurs	When vehicle is on!

Vehicle Satisfaction Ratings

Safety and visibility while driving	5.
Interior comfort, design and appearance of interior (overall impression)	5.
How well the driver seat holds you in place while cornering.	5.
Clarity of sound	5.
Integration with media players	5.
Headlight illumination/performance during night-time driving	3.
How was your purchasing experience (the dealer/dealership)?	5.
Comfort of driver seat back	5.
Ease of adjusting driver seat to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Ease of folding rear seats to desired position.	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Engine exhaust sound	5.
Steering wheel adjustment	5.
Is there anything about your new vehicle you would like to see changed?	Rims
Engine performance during acceleration	5.
Feel of the seat material	5.
Rear view styling (rear fascia, bumper)	5.
Appearance of exterior paint	5.

Vehicle Satisfaction Ratings	
How do you feel about the durability of your new vehicle?	5.
Comfort of the rear (2nd row) seats.	5.
Support for popular music/video formats	5.
What is your attitude overall towards your new car?	3.
Climate control operation (function and ease of use)	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Head/leg/foot room	5.
Vehicle storage and space usage	5.
Location and usefulness of interior lighting	5.
What are your favorite parts of your new vehicle?	Interior storage
Ease of using system displays while driving	5.
Overall rating of the driver seat	5.
Ride quality	5.
Navigation system route accuracy	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Exterior design and appearance (overall impression)	5.
Brake responsiveness/effort	5.
How do you feel about the VALUE of your new car? (i.e.	4.
Integration with phones	5.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Overall audio, entertainment, and navigation system impression	1.
Comfort of driver headrest.	5.
What is your attitude overall towards the BRAND of your new car?	3.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Interior noise level while driving	5.
Wheels, rims, and tires appearance and styling	2.
Comfort of driver bottom seat cushion	5.

About You	
Primary vehicle you were considering	Honda. 2017. Pilot. Primary Considered Vehicle: New.
Vehicle quality	3.
Vehicle styling	3.
Vehicle performance	4.
Vehicle fuel economy	4.
Trade-in allowance	4.
Did you purchase or lease your vehicle?	Purchase.
Which, if any, influenced your purchase decision? (check all that apply)	Previous experience with the vehicle/brand. Price/Purchase Terms/Financing. Recommendations from friends or family. Dealer/Salesperson interaction.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. Town & Country. 2014. Chrysler.
Financing options	4.
Vehicle availability	3.
Price	4.
Please indicate the primary driver's age.	40 - 49.
Please indicate your gender	■
What is your primary language?	English.
When considering this vehicle	Interact with dealership by phone. Research online.
Convenience of dealership location	3.
Dealership treatment	3.
Ability to test drive	1.
Please indicate your ethnicity	■.
Which of the following best describes the area you live in?	Urban.

Touchscreen Controls	
Touchscreen Controls	Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working. Touchscreen Controls/Menu: Front Screen Display: Other Concerns. Touchscreen Controls/Menu: Front Screen Display is broken/not working.

Engine runs, then dies/stalls	
Approximate mileage when trouble was first noticed was	1,000-1,999.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Additional Comments	Had to be taken in for service but not towed.
Has this trouble required that the vehicle be towed to be repaired?	No.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls and you must wait before it can be restarted. Engine stalled while at a light. Check engine light came on and vehicle would not restart right away. 5 tries until it restarted.

Engine runs, then dies/stalls	
How often does this trouble occur?	Trouble occurs intermittently.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working	
Please indicate which controls/menus are broken/not working properly (check all that apply)	Seek/scan/program/repeat/random/auto memory controls. Tuner control. Radio channel preset buttons. Audio controls (bass, treble, fade, balance, etc.). Radio band/mode selection controls. Heating, Cooling, Ventilation controls. Forward/reverse controls. Settings. Track up/down controls. Navigation system controls. Disc up/down controls. Power on/off, volume dial.
Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs regularly.
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display is broken/not working. Hard controls/menus: Front Screen Display: Other Concerns. Front seat audio/entertainment/navigation controls/menus broken/not working.
Hard controls/menus: Front Screen Display: Other Concerns	
How often does this trouble occur?	Trouble occurs regularly.
Please describe the other trouble you experienced	U connect assist walked me thru the hard reset and problem started back up within 30 mins. Brought it to dealership after explain problem, they did a hard reset and the problem came back within 3 days!
Please describe conditions when this trouble occurs	When it's on.
Additional Comments	System shut down or would not work 18 hrs of our 26 hr trip to Disney World! I am highly disappointed at the service and ability to fix the issue. Vehicle has been in for service and now I may have to bring it back in 2 more times for the replacement!! Not good!
What Can We Do Better?	
Feedback/Concerns	Communicate between uconnect, dealership service, and Chrysler HQ. Noone can confirm what the other has done and what I have called about even though I have spoken to all multiple times!
What has Chrysler done right?	Followed up with a call back after trying to contact service dept. That was impressive.
Detail on Low Rated Items	
You rated overall audio, entertainment, and navigation system impression Low. Use this space to provide any specific comments you would like to share.	It's broken. Until it works, it won't change
Welcome	
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Entertainment/Navigation System/Connectivity.
Touchscreen Controls/Menu: Front Screen Display is broken/not working	
Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs regularly.
Please indicate your concern with front screen display (check all that apply)	Other (please describe). Not functioning
Please describe conditions when this trouble occurs	When vehicle is on!
Front seat audio/entertainment/navigation controls/menus broken/not working	
Additional Comments	U connect system has been freezing and not working or allowing the hard controls and touchscreen to work! When working, system would restart and stop the dvd playing on rear screens.
Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs regularly.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine stop/start function is broken/not working.
Engine stop/start function is broken/not working	

Engine stop/start function is broken/not working	
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Detail on High Rated Items	
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	Mike Finelli at Feeny Chrysler in Midland Michigan was great!!!
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Replace my uconnect and offer extras for all my wasted time dealing with the issues that a new vehicle should not have!

Customer Complaint Report

VIN	2C4RC1BG9HF	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON
Built Date	06/28/2016	Market	U	US	Plant	R W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE	Serial# 6163611090			
Transmission	DFH	9-SPD 948TE AUTO TRANS	Serial# Z1676U0041			
Color	PW7	BRIGHT WHITE CLEAR COAT				

Report Number		System Key	377297019	Report Version	1	Open Date	09/04/2017
Close Date	09/18/2017	Narrative Date	09/18/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Shift between gears is rough/harsh under normal driving conditions

Has this trouble required that the vehicle be towed to be repaired?	Yes.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 1st Gear. 3rd Gear.
Approximate mileage when trouble was first noticed was	0-999.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Normal acceleration.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight	Engine. Features/Controls/Displays. Transmission and Drivetrain.
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Overview

The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Were the trouble(s) repaired or explained?	Fully.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Was the trouble resolved to your satisfaction?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
If our team has any additional questions about your responses, would you accept further contact?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. Crystal lake, il Took to a different dealer. Kenosha, wi
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Did you review the Printed User Guide?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).
Printed User Guide format is easy to understand and use	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please explain further about your choice to recommend your vehicle	Needs time to ensure safety of passengers. Engine protects itself more than passengers.
How many visits did you make to the dealer?	2 visits.
Would you recommend this vehicle to family or friends?	No.
Did you review the Owner's Information DVD?	No.

Vehicle Satisfaction Ratings

How was your purchasing experience (the dealer/dealership)?	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	3.
What is your attitude overall towards your new car?	4.
Integration with media players	4.
Clarity of sound	5.
Engine performance during acceleration	3.
Safety and visibility while driving	3.
Location and usefulness of interior lighting	5.

Vehicle Satisfaction Ratings	
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Overall rating of the driver seat	5.
Comfort of driver headrest.	5.
Is there anything about your new vehicle you would like to see changed?	Nervous about all electric controls and I'm on edge driving it since it shut down twice while driving down the road.
Appearance of exterior paint	5.
What are your favorite parts of your new vehicle?	Like the features and space.
Ease of using system displays while driving	5.
Rear view styling (rear fascia, bumper)	5.
What is your attitude overall towards the BRAND of your new car?	3.
Exterior design and appearance (overall impression)	5.
Support for popular music/video formats	3.
Comfort of driver seat back	5.
Brake responsiveness/effort	5.
Ease of adjusting driver seat to desired position.	5.
Steering and handling (responsiveness, stability)	5.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Navigation system route accuracy	3.
Wheels, rims, and tires appearance and styling	5.
How well the driver seat holds you in place while cornering.	5.
Integration with phones	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Overall audio, entertainment, and navigation system impression	4.
Feel of the seat material	5.
How do you feel about the VALUE of your new car? (i.e.	4.
Interior noise level while driving	5.
Ease of getting into and out of vehicle	5.
Ride quality	5.
Comfort of the rear (2nd row) seats.	4.
Engine sound	4.
Fuel economy and driving range	5.
How do you feel about the durability of your new vehicle?	3.

Engine runs, then dies/stalls	
How often does this trouble occur?	Trouble occurs intermittently.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls while accelerating. Engine died while in gear and driving. Mechanic changed transmission control unit after second service visit.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 81 and 90 degrees F.
Approximate mileage when trouble was first noticed was	0-999.
Additional Comments	First service performed at crystal lake, L dealer. Second service at Kenosha, wi dealer.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Features and Controls	
Features and Controls	Interior lights.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Dome/map/interior lights broken/not working	
Please indicate which interior light is the source of the trouble (check all that apply)	Rear map light - Passenger's side. Pushed into ceiling after first time use. Adult was turning it on.
Approximate mileage when trouble was first noticed was	0-999.

Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	
Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	Shift between gears is rough/harsh under normal driving conditions.

Interior lights	
Interior lights	Dome/map/interior lights broken/not working.

Customer Complaint Report

VIN	2C4RC1GG1HR	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	06/24/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENG NE UPG I W/ESS				Serial#	6149710170
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1587U0240
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	377297622	Report Version	1	Open Date	09/16/2017
Close Date	09/16/2017	Narrative Date	09/18/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Overview

Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	No.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Would you recommend this vehicle to family or friends?	Yes.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable).
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Was the trouble resolved to your satisfaction?	No.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Did you review the Printed User Guide?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
How many visits did you make to the dealer?	3 visits.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
The information in Mopar Companion was helpful	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).

About You

Vehicle fuel economy	4.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.
Which, if any, influenced your purchase decision? (check all that apply)	Price/Purchase Terms/Financing.
	Value for the money.
	Vehicle test drive.
Primary vehicle you were considering	Ford.
	Explorer.
	Primary Considered Vehicle: New.
	2017.
Financing options	4.
Primary vehicle in your household	Primary Household Vehicle: Purchased Used.
	Ford.
	F-150.
Please indicate your gender	Female.
Price	4.
Vehicle quality	4.
Vehicle styling	4.
What is your primary language?	English.
When considering this vehicle	Visit the dealership.
	Research online.
	Test drive the vehicle.
Ability to test drive	4.
Vehicle availability	4.
Please indicate your ethnicity	
Please indicate the primary driver's age.	30 - 39.
Convenience of dealership location	4.

About You	
Vehicle performance	4.
Trade-in allowance	1.
Did you purchase or lease your vehicle?	Purchase.
Which of the following best describes the area you live in?	Rural.
Dealership treatment	4.

Vehicle Satisfaction Ratings	
How well the driver seat holds you in place while cornering.	4.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards your new car?	4.
Engine exhaust sound	4.
How was your purchasing experience (the dealer/dealership)?	4.
Clarity of sound	4.
Integration with media players	4.
Comfort of the rear (2nd row) seats.	4.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
What is your attitude overall towards the BRAND of your new car?	3.
Feel of the seat material	4.
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	4.
Ease of getting into and out of vehicle	4.
Engine sound	4.
Ride quality	4.
Interior noise level while driving	4.
Transmission gear change performance (smoothness)	4.
Fuel economy and driving range	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Overall rating of the driver seat	4.
Head/leg/foot room	4.
Brake responsiveness/effort	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Climate control operation (function and ease of use)	4.
Location and usefulness of interior lighting	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Navigation system route accuracy	4.
Comfort of driver headrest.	4.
Comfort of driver bottom seat cushion	4.
Ease of adjusting driver seat to desired position.	4.
Ease of using system displays while driving	4.
Vehicle storage and space usage	4.
Support for popular music/video formats	4.
Comfort of driver seat back	4.
Appearance of exterior paint	4.
Rear view styling (rear fascia, bumper)	4.

What Can We Do Better?	
What has Chrysler done right?	Nothing!! I want help getting my car fixed and no one can help me!
Feedback/Concerns	Fix my vehicle in a reasonable manner. It's been in the shop more then I have driven it.

Rear sliding doors are broken/not working	
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate which rear sliding door is broken/not working (check all that apply)	Driver's side rear sliding door.
To the best of your recollection, the trouble was first noticed	At delivery.
Please describe the trouble you experienced (check all that apply)	Other (please describe). Sliding door doesn't close sometimes
Approximate mileage when trouble was first noticed was	0-999.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss.	
Please provide us with a phone number you can be reached at during daytime hours. Thank you.	33 [REDACTED]

Engine runs, then dies/stalls	
Has this trouble required that the vehicle be towed to be repaired?	No.
What best describes the engine stalling trouble? (check all that apply)	

Engine runs, then dies/stalls	
Additional Comments To the best of your recollection, the trouble was first noticed How often does this trouble occur? Approximate mileage when trouble was first noticed was What type of fuel do you most often put into your vehicle? Please describe conditions when this trouble occurs	Engine dies/stalls, but can be immediately restarted. Vehicle shut off, received message "vehicle must be in start to shift." Had to pull over, put in park, and restart - this happened twice No codes were pulled, service couldn't recreate incident More than 3 months after delivery. Trouble occurs intermittently. 7,000-7,999. Regular gasoline. Both times weather was pleasant, traveling at lower speeds (25 mph)
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain. Entertainment/Navigation System/Connectivity. Features/Controls/Displays.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine will not start at all.

Customer Complaint Report

VIN	2C4RC1BG4HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	03/14/2017	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENG NE UPG I W/ESS				Serial#	6052720196
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0607H0529
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	377297781	Report Version	1	Open Date	09/15/2017
Close Date	09/15/2017	Narrative Date	09/18/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Vehicle Satisfaction Ratings

Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Vehicle storage and space usage	5.
Location and usefulness of interior lighting	4.
Is there anything about your new vehicle you would like to see changed?	Very concerned/disappointed in the start/stop feature.
Integration with media players	3.
Steering and handling (responsiveness, stability)	4.
Exterior design and appearance (overall impression)	4.
Navigation system route accuracy	1.
What are your favorite parts of your new vehicle?	Adaptable seating, rear climate controls
Comfort of driver bottom seat cushion	4.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Ease of folding rear seats to desired position.	4.
Headlight illumination/performance during night-time driving	4.
Interior noise level while driving	4.
Ride quality	4.
How do you feel about the durability of your new vehicle?	3.
Ease of getting into and out of vehicle	4.
Overall audio, entertainment, and navigation system impression	4.
What is your attitude overall towards the BRAND of your new car?	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Feel of the seat material	4.
Overall rating of the driver seat	4.
Comfort of driver headrest.	3.
Ease of using system displays while driving	3.
Brake responsiveness/effort	4.
Climate control operation (function and ease of use)	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Integration with phones	3.
Comfort of the rear (2nd row) seats.	4.
Clarity of sound	4.
How well the driver seat holds you in place while cornering.	4.
Wheels, rims, and tires appearance and styling	4.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	4.
Engine exhaust sound	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Engine performance during acceleration	4.
Appearance of exterior paint	4.
What is your attitude overall towards your new car?	4.
Comfort of driver seat back	4.
Rear view styling (rear fascia, bumper)	4.
Support for popular music/video formats	4.
Ease of adjusting driver seat to desired position.	4.
Safety and visibility while driving	5.
Ease of adjusting rear seats to desired position.	4.

Overview

Was the trouble resolved to your satisfaction?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
What could FCA do to make the format easier to use/understand?	Have not accessed yet.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
The Vehicle User Guide via the radio touchscreen was easy to find	1 (strongly disagree).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). Not sure the dealership understands what is going on
Did you review the Printed User Guide?	Yes.
	1 (very dissatisfied).

Overview	
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
How many visits did you make to the dealer?	2 visits.
What could FCA do to make the app easier to find?	Did not know that was available until just now.
Did you review the Owner's Information DVD?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Would you recommend this vehicle to family or friends?	No.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Please explain further about your choice to recommend your vehicle	I was driving a 13 year old GM vehicle that I was fully satisfied with. Bought the new vehicle because I needed more room and was concerned that I would begin to have problems with the old one. Unfortunately, it is the new one with the problems.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The Vehicle User Guides format is easy to use/understand	1 (strongly disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	1 (strongly disagree).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
About You	
Please tell us about the vehicle you replaced (if applicable)	Cadillac. Deville. 2004. Replaced Vehicle: Purchased Used.
When considering this vehicle	Research online. Visit the dealership. Test drive the vehicle.
Which, if any, influenced your purchase decision? (check all that apply)	Consumer Reports ratings. Lifestyle. Features/Capabilities. NHTSA or I HS safety ratings. Recommendations from friends or family. Vehicle test drive.
Dealership treatment	1.
Trade-in allowance	1.
Which of the following best describes the area you live in?	Urban.
Primary vehicle in your household	Ford. Primary Household Vehicle: Purchased Used. 2013. F-150.
Vehicle performance	1.
Vehicle fuel economy	1.
Convenience of dealership location	1.
Primary vehicle you were considering	Grand Cherokee. 2016. Primary Considered Vehicle: Used. Jeep. 50 - 59.
Please indicate the primary driver's age.	
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	Leg and storage room
Vehicle availability	1.
Ability to test drive	1.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Vehicle quality	1.
Vehicle styling	1.
Please indicate your ethnicity	Prefer not to answer.
Price	1.
Financing options	1.
Did you purchase or lease your vehicle?	Purchase.
Engine stop/start function is broken/not working	
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please indicate what type of trouble was experienced with the stop/start function (check all that apply)	Engine never shuts off at stops. Has been back to the dealer twice because the system has not been working and the light will not go out on the dashboard
Please describe conditions when this trouble occurs	Randomly occurs.
Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	0-999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
How often does this trouble occur?	Trouble occurs intermittently.
Seat Belts	

Seat Belts	
Seat Belts	Seat belt latch/release controls are difficult to understand/use.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Are you the primary driver of this vehicle?	Yes.
Check Engine light indicated trouble	
Approximate mileage when trouble was first noticed was	0-999.
Has this trouble required that the vehicle be towed to be repaired?	No.
Did you also experience an engine performance issue while the "Check Engine" light was on?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Was the "Check Engine" light your first indication there was trouble?	No.
Describe the engine performance issue you experienced (check all that apply)	Stalling. Start/stop feature has been serviced twice. Still not working properly. Vehicle occasionally stalls requiring a fresh start by putting in park.
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
Seat belt latch/release controls are difficult to understand/use	
Please indicate why the controls are difficult to understand/use (check all that apply)	Other (please describe). the strap will not buckle into the receptacle on the seat
Please indicate which seat belt's controls are difficult to understand/use (check all that apply)	Center rear seat (if equipped). Not sure how to fasten the belt even after looking at the manual.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Seats.
Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine stop/start function is broken/not working.
Detail on Low Rated Items	
You rated navigation system route accuracy Low. Use this space to provide any specific comments you would like to share.	Does not have navigation system
What Can We Do Better?	
What has Chrysler done right?	Have not had a van for 12 years. Love the stow n go seats--no more dragging the seats in and out and then trying to find a place to store them. Love the 2nd row captains chairs. Blind spot monitors and backup camera features are wonderful. My dealership is a great group of people also

Customer Complaint Report

VIN	2C4RC1CG8HR	Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON	
Built Date	10/26/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENG NE				Serial#	6277610267
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z2916U0340
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	378111304	Report Version	1	Open Date	09/22/2017
Close Date	09/22/2017	Narrative Date	09/25/2017	Category		Mileage	0

Dealer	41622		Phone	
Dealer City		State	ZIP	
Dealer Zone	ZZ			

Check Engine light indicated trouble

Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	0-999.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Describe the engine performance issue you experienced (check all that apply)	Stalling. Rough idle.
Was the "Check Engine" light your first indication there was trouble?	Yes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Overview

The Vehicle User Guide via the radio touchscreen was easy to find	2 (disagree).
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Would you recommend this vehicle to family or friends?	Yes.
Did you review the Owner's Information DVD?	No.
How many visits did you make to the dealer?	1 visit.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Was the trouble resolved to your satisfaction?	Yes.
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Information in the Printed User Guide is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Printed User Guide covers the necessary features	4 (agree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Were the trouble(s) repaired or explained?	Fully.
Did you review the Printed User Guide?	Yes.

About You

Price	4.
Financing options	5.
Ability to test drive	3.
Please tell us about the vehicle you replaced (if applicable)	2014. Town & Country. Replaced Vehicle: Purchased New. Chrysler. Suburban. Automotive magazines. Consumer Reports ratings. Manufacturers website. Previous experience with the vehicle/brand.
Which of the following best describes the area you live in?	70 - 79.
Which, if any, influenced your purchase decision? (check all that apply)	4. 16-18 mpg. 5. 5. English. 4.
Please indicate the primary driver's age.	
Vehicle fuel economy	5.
What is your average miles per gallon (MPG) with your vehicle?	
Vehicle performance	
Dealership treatment	
What is your primary language?	
Convenience of dealership location	
Please indicate your ethnicity	
Vehicle availability	

About You	
Did you purchase or lease your vehicle?	Lease.
Please indicate your gender	Male.
Vehicle quality	5.
Vehicle styling	4.
When considering this vehicle	Visit the dealership.
Trade-in allowance	3.

Vehicle Satisfaction Ratings	
Comfort of the rear (2nd row) seats.	4.
Integration with media players	5.
Engine performance during acceleration	2.
Transmission gear change performance (smoothness)	4.
Engine sound	4.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	4.
Head/leg/foot room	5.
How well the driver seat holds you in place while cornering.	5.
Climate control operation (function and ease of use)	5.
Feel of the seat material	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Vehicle storage and space usage	5.
How do you feel about the VALUE of your new car? (i.e.	4.
Comfort of driver seat back	5.
Brake responsiveness/effort	4.
Exterior design and appearance (overall impression)	5.
Ride quality	4.
Headlight illumination/performance during night-time driving	4.
Appearance of exterior paint	3.
Ease of adjusting driver seat to desired position.	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Comfort of driver bottom seat cushion	4.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Ease of using system displays while driving	4.
Support for popular music/video formats	4.
Clarity of sound	3.
What is your attitude overall towards the BRAND of your new car?	4.
Fuel economy and driving range	3.
Comfort of driver headrest.	4.
Rear view styling (rear fascia, bumper)	4.
Ease of folding rear seats to desired position.	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Ease of adjusting rear seats to desired position.	4.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
How was your purchasing experience (the dealer/dealership)?	1.
Engine exhaust sound	2.
Wheels, rims, and tires appearance and styling	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Integration with phones	4.
Overall rating of the driver seat	4.
Overall audio, entertainment, and navigation system impression	4.
What is your attitude overall towards your new car?	4.

Detail on Low Rated Items	
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	Contact me. Will explain

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	1,000-2,999.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Customer Complaint Report

VIN	2C4RC1EG1H	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON	
Built Date	12/19/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6336621184
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z3356H1354
Color	PW2	TUSK WHITE					

Report Number		System Key	378487131	Report Version	1	Open Date	09/26/2017
Close Date	09/26/2017	Narrative Date	09/27/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

About You

Primary vehicle you were considering	2016. Toyota. Sienna. Primary Considered Vehicle: New.
Which, if any, influenced your purchase decision? (check all that apply)	Vehicle test drive. Price/Purchase Terms/Financing. Features/Capabilities. Dealership information. Dealer/Salesperson interaction.
Please indicate the primary driver's age.	40 - 49.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please tell us about the vehicle you replaced (if applicable)	Ram 1500. Replaced Vehicle: Purchased New.
Primary vehicle in your household	Dodge. 2015. Primary Household Vehicle: Purchased New.
Please indicate your ethnicity	Camry. Toyota.
Financing options	
Dealership treatment	3.
Trade-in allowance	4.
Did you purchase or lease your vehicle?	1. Lease.
Vehicle performance	4.
Vehicle fuel economy	4.
Price	5.
What is your primary language?	English.
Vehicle quality	5.
Which of the following best describes the area you live in?	Suburban.
Vehicle styling	4.
Ability to test drive	4.
When considering this vehicle	Visit the dealership. Research online. Test drive the vehicle.
Vehicle availability	5.
Convenience of dealership location	3.
Please indicate your gender	

Engine runs, then dies/stalls

What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle.
How often does this trouble occur?	Trouble occurs intermittently.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls and you must wait before it can be restarted.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 41 and 80 degrees F.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
Approximate mileage when trouble was first noticed was	0-999.

Overview

Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Printed User Guide format is easy to understand and use	4 (agree).
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
	Took to the dealer I purchased my vehicle from.

Overview	
Where did you take your vehicle to have your trouble checked out? (check all that apply)	
Was the trouble resolved to your satisfaction?	Yes.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Did you review the Owner's Information DVD?	No.
Would you recommend this vehicle to family or friends?	Yes.
How many visits did you make to the dealer?	1 visit.
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Did you review the Printed User Guide?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe). none
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Engine stumbles/hesitates/surges	
What best describes the engine drivability trouble? (check all that apply)	Engine surges, cuts out, or changes speed while cruising at a steady speed. completely stopped Other engine drivability trouble (please describe). had to sit for about 10 minutes before it would attempt to re-start
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Please describe conditions when this trouble occurs	happened after I pulled out of parking spot
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle. pulling out of parking space
How often does this trouble occur?	Trouble occurs intermittently.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
What Can We Do Better?	
What has Chrysler done right?	I really like the features in my vehicle and would be looking for similar packages in future vehicles
Feedback/Concerns	more explanation about what happened at mile 900 would have eased my mind that it will not happen again.
Engine makes abnormal/excessive noises	
Engine noise sounds like (check all that apply)	Ticking/tapping.
Engine noise occurs while vehicle is (check all that apply)	Going down an incline. Accelerating. Going up an incline. Long after vehicle start-up. While driving on level roads.
Engine noise occurs (check all that apply)	Driving the vehicle for more than 20 minutes. Driving the vehicle more than 5 minutes but less than 20 minutes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine noise occurs after vehicle is started at	Cold condition - first start of the day or after vehicle is off for 6+ hours. Hot condition - after vehicle is off for less than 1 hour. Warm condition - after vehicle is off for 1 - 6 hours.
Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
Axle makes whining, howling, clunking, or grinding noises	
Are you using your vehicle for towing when the problem occurs?	No.
The trouble occurs at these speeds (check all that apply)	At low speeds (0-45 mph), while coasting (no brake or gas).
Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs regularly.
Has this trouble required that the vehicle be towed to be repaired?	No.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Vehicle Satisfaction Ratings	
Comfort of driver headrest.	4.
Comfort of driver bottom seat cushion	4.
Ease of folding rear seats to desired position.	3.
Rear view styling (rear fascia, bumper)	5.
Interior noise level while driving	3.
Steering wheel adjustment	4.
Safety and visibility while driving	4.
Ease of adjusting driver seat to desired position.	4.
Ease of using system displays while driving	4.
Engine sound	3.

Vehicle Satisfaction Ratings	
Engine performance during acceleration	4.
Interior comfort, design and appearance of interior (overall impression)	5.
Comfort of driver seat back	4.
Is there anything about your new vehicle you would like to see changed?	bigger braking system
Support for popular music/video formats	4.
How do you feel about the VALUE of your new car? (i.e.	4.
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	4.
What is your attitude overall towards the BRAND of your new car?	4.
Head/leg/foot room	5.
Clarity of sound	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Feel of the seat material	4.
Vehicle storage and space usage	5.
Integration with media players	5.
Location and usefulness of interior lighting	4.
How well the driver seat holds you in place while cornering.	4.
Comfort of the rear (2nd row) seats.	4.
What are your favorite parts of your new vehicle?	features package
Ease of getting into and out of vehicle	5.
Navigation system route accuracy	5.
Ride quality	4.
How do you feel about the durability of your new vehicle?	3.
Exterior design and appearance (overall impression)	4.
Transmission gear change performance (smoothness)	2.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of adjusting rear seats to desired position.	4.
Overall rating of the driver seat	4.
What is your attitude overall towards your new car?	4.
How was your purchasing experience (the dealer/dealership)?	5.
Wheels, rims, and tires appearance and styling	5.
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	5.
Brake responsiveness/effort	3.
Front view styling (front fascia, hood, grille, headlight area)	5.
Fuel economy and driving range	4.

Check Engine light indicated trouble	
Describe the engine performance issue you experienced (check all that apply)	Rough idle. Stalling. Hesitation. Lack of power. completely shut down at mile #900. all lights on dash came on
Was the "Check Engine" light your first indication there was trouble?	No.
Approximate mileage when trouble was first noticed was	0-999.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Has this trouble required that the vehicle be towed to be repaired?	No.

Hesitation or delay when shifting between gears	
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Going up an incline. Going down an incline. Normal acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs	going from reverse to drive
Has this trouble required that the vehicle be towed to be repaired?	No.
Going into which gear/gears does the trouble occur? (check all that apply)	1st Gear. especially pulling out of my driveway and switching from reverse to Drive Reverse.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	I broke down at mile 900 and that still is in the back of my mind about long term durability. still not sure what broke and what was fixed at dealer

Welcome	
	Yes.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	More than 10,000.
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
Engine will not start at all	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Approximate mileage when trouble was first noticed was	0-999.
Please describe conditions when this trouble occurs	had to take to dealer for a 2 day fix
Please indicate when the starting trouble occurs	Other (please describe). happened when pulling out of a parking spot
How often does this trouble occur?	Trouble occurs intermittently.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
What best describes the no start condition?	Other (please describe).
Transmission Odors	
Transmission Odors	Abnormal odors coming from transmission.
Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.
Detail on High Rated Items	
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	
...once I got to the SECOND Chrysler dealer it was great. 1st, not so much	
Axle(s)	
Axle(s)	Axle makes whining, howling, clunking, or grinding noises.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine will not start at all.
Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	
Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	Hesitation or delay when shifting between gears.

Customer Complaint Report

VIN	2C4RC1DG3HR	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON	
Built Date	04/26/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6104620971
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1056U0114
Color	PXR	BR LLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	380448037	Report Version	1	Open Date	09/29/2017
Close Date	10/13/2017	Narrative Date	10/13/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	ZIP
Dealer Zone	ZZ		

Axle makes whining, howling, clunking, or grinding noises

The trouble occurs at these speeds (check all that apply)	At low speeds (0-45 mph), while coasting (no brake or gas). At highway speeds (over 45 mph), while coasting (no brake or gas). At highway speeds (over 45 mph), while accelerating. At low speeds (0-45 mph), while accelerating.
Approximate mileage when trouble was first noticed was	10,000 or above.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Has this trouble required that the vehicle be towed to be repaired?	No.
Are you using your vehicle for towing when the problem occurs?	No.

Engine stumbles/hesitates/surges

How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was	10,000 or above.
Engine trouble occurs after vehicle is started at	Cold condition - first start of the day or after vehicle is off for 6+ hours. Hot condition - after vehicle is off for less than 1 hour. Warm condition - after vehicle is off for 1 - 6 hours.
Has this trouble required that the vehicle be towed to be repaired?	No.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle. Driving the vehicle more than 5 minutes but less than 20 minutes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Abnormal noises coming from steering system

From what area is the noise coming?	Not Known.
Noise sounds like (Check all that apply)	Clicking. Ticking/tapping.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Approximate mileage when trouble was first noticed was	10,000 or above.
How loud is the noise?	Moderate.
How often does this trouble occur?	Trouble occurs regularly.
Please describe conditions when this trouble occurs	Anytime you attempt to turn
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.

Engine runs, then dies/stalls

Engine trouble occurs after vehicle is started at	Cold condition - first start of the day or after vehicle is off for 6+ hours. Warm condition - after vehicle is off for 1 - 6 hours. Hot condition - after vehicle is off for less than 1 hour.
How often does this trouble occur?	Trouble occurs regularly.
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle. Driving the vehicle more than 5 minutes but less than 20 minutes.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Approximate mileage when trouble was first noticed was	10,000 or above.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	No.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures.

Fuel consumption is worse than expected

To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Is your fuel consumption expectation based on the EPA estimates for your vehicle?	Yes.
How often does this trouble occur?	Trouble occurs regularly.
Where do you do most of your driving?	Combination of city/highway driving.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	10,000 or above.
Has this trouble required that the vehicle be towed to be repaired?	No.
Are you using your vehicle for towing when the problem occurs?	No.

Check Engine light indicated trouble

Approximate mileage when trouble was first noticed was	10,000 or above.
	Yes.

Check Engine light indicated trouble

Did you also experience an engine performance issue while the "Check Engine" light was on?

Has this trouble required that the vehicle be towed to be repaired?

What type of fuel do you most often put into your vehicle?

Was the "Check Engine" light your first indication there was trouble?

Describe the engine performance issue you experienced (check all that apply)

No.

Regular gasoline.

Yes.

Rough idle.

Stalling.

Lack of power.

Engine makes abnormal/excessive noises

Engine noise occurs after vehicle is started at

Engine noise sounds like (check all that apply)

Engine noise occurs while vehicle is (check all that apply)

How often does this trouble occur?

Approximate mileage when trouble was first noticed was

Has this trouble required that the vehicle be towed to be repaired?

Engine noise occurs (check all that apply)

To the best of your recollection, the trouble was first noticed

What type of fuel do you most often put into your vehicle?

Cold condition - first start of the day or after vehicle is off for 6+ hours.

Hot condition - after vehicle is off for less than 1 hour.

Warm condition - after vehicle is off for 1 - 6 hours.

Thumping.

Clicking.

Moaning.

Freeway/highway driving.

Long after vehicle start-up.

Idling.

City driving/stop-and-go traffic.

Accelerating.

Soon after vehicle start-up.

Trouble occurs regularly.

10,000 or above.

No.

Driving the vehicle more than 5 minutes but less than 20 minutes.

Within first 5 minutes after starting vehicle.

Driving the vehicle for more than 20 minutes.

More than 3 months after delivery.

Regular gasoline.

Electronic Engine Controls (Check Engine)

Electronic Engine Controls ('Check Engine')

"Check Engine" light indicated trouble.

Welcome

Are you the primary driver of this vehicle?

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?

Please tell us how many miles are currently on your vehicle

Yes.

Yes.

More than 10,000.

Engine Idling (rough, too low/high)

Engine Idling (rough, too low/high)

Engine does not idle properly: idles rough, too low, or too high.

Abnormal odors coming from engine

Engine odor occurs while vehicle is (check all that apply)

How often does this trouble occur?

Approximate mileage when trouble was first noticed was

To the best of your recollection, the trouble was first noticed

Has this trouble required that the vehicle be towed to be repaired?

Going down an incline.

Cruising at a steady speed.

Long after vehicle start-up.

While driving on level roads.

Soon after vehicle start-up.

City driving/stop-and-go traffic.

Coasting (no gas pedal applied).

Idling.

Braking.

Decelerating.

Going up an incline.

Accelerating.

Freeway/highway driving.

Trouble occurs regularly.

10,000 or above.

More than 3 months after delivery.

No.

Engine Stalling

Engine Stalling

Engine runs, then dies/stalls.

Engine Odors

Engine Odors

Abnormal odors coming from engine.

Engine does not idle properly: idles rough, too low, or too high

Engine idle trouble occurs after vehicle is started at

What best describes the engine idle trouble? (check all that apply)

Has this trouble required that the vehicle be towed to be repaired?

Approximate mileage when trouble was first noticed was

How often does this trouble occur?

Engine idle trouble occurs (check all that apply)

Cold condition - first start of the day or after vehicle is off for 6+ hours.

Warm condition - after vehicle is off for 1 - 6 hours.

Hot condition - after vehicle is off for less than 1 hour.

Engine idling is rough.

No.

10,000 or above.

Trouble occurs regularly.

Driving the vehicle more than 5 minutes but less than 20 minutes.

Within first 5 minutes after starting vehicle.

Engine does not idle properly: idles rough, too low, or too high	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Touchscreen Controls/Menu: Front Screen Display is broken/not working	
Approximate mileage when trouble was first noticed was	10,000 or above.
Please indicate your concern with front screen display (check all that apply)	Other (please describe). It's not working at all
Please describe conditions when this trouble occurs	Started right after program update was requested
Transmission Odors	
Transmission Odors	Abnormal odors coming from transmission.
Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	Verizon Wireless.
Please tell us your cell phone model	iPhone 7
Please choose your cell phone brand	Apple.
Entertainment/Navigation System/Connectivity	None
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Entertainment/Navigation System/Connectivity. Engine. Steering, Handling, and Ride.
Axle(s)	
Axle(s)	Axle makes whining, howling, clunking, or grinding noises.
Engine fluid leaks	
How often does this trouble occur?	Trouble occurs regularly.
Has this trouble required that the vehicle be towed to be repaired?	No.
Where does fluid appear to be leaking from?	Not sure.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Approximate mileage when trouble was first noticed was	10,000 or above.
Which fluid is leaking?	Engine coolant.
Touchscreen Controls	
Touchscreen Controls	Touchscreen Controls/Menu: Front Screen Display is broken/not working.
Media	
Media	Radio.
Engine Fuel Consumption	
Engine Fuel consumption	Fuel consumption is worse than expected.
Engine Fluids (leaks, excessive oil consumption)	
Engine Fluids (leaks, excessive oil consumption)	Engine fluid leaks.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Noise and Vibration	
Noise and Vibration	Abnormal noises coming from steering system.

Customer Complaint Report

VIN	2C4RC1CG0HF	Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON	
Built Date	06/16/2017	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENG NE UPG I W/ESS				Serial#	6142710402
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1507H0155
Color	PXR	BR LLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	380620365	Report Version	1	Open Date	10/14/2017
Close Date	10/14/2017	Narrative Date	10/16/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Ease of folding rear seats to desired position.	5.
Headlight illumination/performance during night-time driving	5.
Ease of adjusting rear seats to desired position.	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Exterior design and appearance (overall impression)	5.
Comfort of driver headrest.	4.
Comfort of driver bottom seat cushion	5.
Climate control operation (function and ease of use)	4.
Ride quality	5.
Comfort of driver seat back	5.
Interior noise level while driving	4.
Ease of adjusting driver seat to desired position.	5.
Ease of getting into and out of vehicle	5.
Brake responsiveness/effort	5.
Overall audio, entertainment, and navigation system impression	4.
How do you feel about the VALUE of your new car? (i.e. Engine sound	5.
How well the driver seat holds you in place while cornering.	4.
Transmission gear change performance (smoothness)	5.
Fuel economy and driving range	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Feel of the seat material	4.
Wheels, rims, and tires appearance and styling	5.
What is your attitude overall towards the BRAND of your new car?	5.
Ease of using system displays while driving	5.
What are your favorite parts of your new vehicle?	Stove away seats and driving
Engine performance during acceleration	4.
Vehicle storage and space usage	5.
Engine exhaust sound	4.
Is there anything about your new vehicle you would like to see changed?	No need Auto start/stop engine, it's annoying.
How was your purchasing experience (the dealer/dealership)?	3.
Location and usefulness of interior lighting	5.
Head/leg/foot room	5.
Steering and handling (responsiveness, stability)	5.
Overall rating of the driver seat	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
How do you feel about the durability of your new vehicle?	4.
What is your attitude overall towards your new car?	5.
Clarity of sound	4.
Comfort of the rear (2nd row) seats.	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Rear view styling (rear fascia, bumper)	5.

Overview

If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). No contact from the Dealer after messages phone calls and emails to them. Unsure why? Hope they still in business. Please find out about them and let us know or can we bring the mini van to other Chrysler to get help and services? Please let us know. Thank you!
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Would you recommend this vehicle to family or friends?	Yes.
DVD format is easy to understand and use	4 (agree).
Did you review the Owner's Information DVD?	Yes.
Information on the DVD is easy to find and access	4 (agree).
Please explain further about your choice to recommend your vehicle	Love this minivan so much (the stove away seats, the confort, the road handling... Thinking to trad in for the loaded, luxury package one.

Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
What have you used to view your DVD? (check all that apply)	Computer/laptop.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).

Engine runs, then dies/stalls	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle. stall after emergency lights and parking brake on.Re-start 4-5 times until it start
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 91 and 100 degrees F. at rest area before Grapevine 15 to LA.
Please describe conditions when this trouble occurs	once
Approximate mileage when trouble was first noticed was	1,000-1,999.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls and you must wait before it can be restarted. stall after emergency lights and parking brake on.Re-start 4-5 times until it start again.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.

Detail on High Rated Items	
You rated comfort of driver seat back High. Use this space to provide any specific comments you would like to share.	like it
You rated comfort of driver bottom seat cushion High. Use this space to provide any specific comments you would like to share.	like it
You rated ease of using system displays while driving High. Use this space to provide any specific comments you would like to share.	like it
You rated overall rating of the driver seat High. Use this space to provide any specific comments you would like to share.	like it
You rated ease of adjusting driver seat to desired position High. Use this space to provide any specific comments you would like to share.	like it
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	like it
You rated appearance of exterior paint High. Use this space to provide any specific comments you would like to share.	like it
You rated how well the driver seat holds you in place while cornering High. Use this space to provide any specific comments you would like to share.	loke it
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Why my back up camera did not beep when it's close the the object.
You rated front view styling (front fascia, hood, grille, headlight area) High. Use this space to provide any specific comments you would like to share.	like it
You rated side/profile view styling (driver's side or passenger's side exterior area) High. Use this space to provide any specific comments you would like to share.	like it
You rated ease of adjusting rear seats to desired position High. Use this space to provide any specific comments you would like to share..	like it
You rated ease of folding rear seats to desired position High. Use this space to provide any specific comments you would like to share.	like it

Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime (9 hours. Thank you.	(9 [REDACTED]
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from overhead console. Squeak/rattle/abnormal noises from center console.

About You	
Primary vehicle in your household	Lexus. 2013. ES 350. Primary Household Vehicle: Purchased New.
Convenience of dealership location	4.
Primary vehicle you were considering	Primary Considered Vehicle: New. GX 470. Lexus. 60 - 69.
Please indicate the primary driver's age.	5.
Vehicle fuel economy	English.
What is your primary language?	Purchase.
Did you purchase or lease your vehicle?	5.
Vehicle performance	Vehicle test drive.
Which, if any, influenced your purchase decision? (check all that apply)	Lifestyle. Manufacturers website. Value for the money. Price/Purchase Terms/Financing.
Please indicate your ethnicity	Asian/Asian American.

About You	
Price	4.
Vehicle quality	5.
Dealership treatment	2.
When considering this vehicle	Test drive the vehicle. Visit the dealership. Research online.
Which of the following best describes the area you live in?	Rural.
Vehicle availability	4.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	see how reliable this minivan will be...
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New.
Please indicate your gender	Male.
Vehicle styling	4.
Ability to test drive	5.
What year were you born?	60

Door panel lights broken/not working	
To the best of your recollection, the trouble was first noticed	At delivery.
Additional Comments	problem not fixed,sent home after 2 service appointments,they order the wrong part,now it's over a month no contact from the Dealer,many phone calls and emails to them still no contact from them.Not sure why?Stop making the part for 2017 Pacifica minivan or what?
Please indicate which door panel light is broken/not working (check all that apply)	Driver's side front door. Roof light lose,out of socket
Approximate mileage when trouble was first noticed was	0-999.

Engine will not start at all	
Has this trouble required that the vehicle be towed to be repaired?	No.
Please describe conditions when this trouble occurs	before entering the freeway from the rest area,noticed the backdoor not close ,stoppped,put emergency light and parking on,the engine just stop running.Tried to turn off all lights and re-start the engine again for 4-5 times then it start.(Scary experience in middle of nowhere trip)
Approximate mileage when trouble was first noticed was	1,000-1,999.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Additional Comments	hope will not happen again
What best describes the no start condition?	Engine does not crank at all.

Squeak/rattle/abnormal noises from center console	
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	At delivery.
Please describe in the box below where from the center console the trouble with abnormal noises is located	close it hard to stop the rattle noise.
Please describe conditions when this trouble occurs	driving rough road
How often does this trouble occur?	Trouble occurs intermittently.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Engine.

Broken/Damaged	
Broken/Damaged	door trim panel lights broken/not working. door trim panels are broken/damaged/torn.

Door panels are broken/damaged/torn	
Please describe in the box below where on the door panels the trouble with broken/damaged/torn materials is located	not sealed completely
To the best of your recollection, the trouble was first noticed	At delivery.
Approximate mileage when trouble was first noticed was	0-999.
Please indicate which interior door panels were broken/damaged/torn (check all that apply)	Rear hatch. rubber sealed half way

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Why my back up camera did not beep when it's close the the object.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	3,000-4,999.

Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine will not start at all.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

What Can We Do Better?	

What Can We Do Better?**What has Chrysler done right?**

The stove away seats and the comfort of driving of this 2017 Pacifica. Love It !!! But don't like the Auto Start/Stop engine at the stop light, it's annoying...

Feedback/Concerns

Customer service between the Dealer and the car buyer at my Dealership must find out why they did not contact me after they failed to fix the repair roof light which is still under warranty and they ordered the wrong part?

Customer Complaint Report

VIN	2C4RC1GG4HF	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	06/25/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6157620239
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1656U0590
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	380822542	Report Version	1	Open Date	10/13/2017
Close Date	10/16/2017	Narrative Date	10/17/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Overview

Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Was the trouble resolved to your satisfaction?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). The check engine light was off for a few days after the apparent repair, but came back on twice
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
How many visits did you make to the dealer?	2 visits.
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. Took it to Oliver C Joseph in Belleville Illinois
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Would you recommend this vehicle to family or friends?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Did you review the Printed User Guide?	Yes.

Vehicle Satisfaction Ratings

Appearance of exterior paint	5.
Comfort of driver bottom seat cushion	5.
Comfort of driver headrest.	5.
Safety and visibility while driving	5.
Engine exhaust sound	5.
Transmission gear change performance (smoothness)	3.
Vehicle storage and space usage	4.
Location and usefulness of interior lighting	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Head/leg/foot room	5.
Steering and handling (responsiveness, stability)	5.
What is your attitude overall towards your new car?	3.
Ease of using system displays while driving	5.
Comfort of driver seat back	5.
How do you feel about the VALUE of your new car? (i.e.	3.
How do you feel about the durability of your new vehicle?	1.
Ease of adjusting rear seats to desired position.	5.
Ease of folding rear seats to desired position.	5.
Navigation system route accuracy	5.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Exterior design and appearance (overall impression)	5.
Climate control operation (function and ease of use)	5.
Overall rating of the driver seat	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
What is your attitude overall towards the BRAND of your new car?	3.
Overall audio, entertainment, and navigation system impression	5.
Integration with phones	5.

Vehicle Satisfaction Ratings	
Brake responsiveness/effort	5.
Ride quality	4.
Comfort of the rear (2nd row) seats.	5.
Feel of the seat material	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Engine sound	4.
What are your favorite parts of your new vehicle?	Electronic Features
Fuel economy and driving range	4.
Wheels, rims, and tires appearance and styling	4.
How well the driver seat holds you in place while cornering.	5.
How was your purchasing experience (the dealer/dealership)?	4.
Rear view styling (rear fascia, bumper)	5.
Clarity of sound	5.
Engine performance during acceleration	2.
Is there anything about your new vehicle you would like to see changed?	Car charger outlet inside middle console so a long charging wire does not have to be used for charging phone while driving
Integration with media players	5.
Steering wheel adjustment	5.
Interior comfort, design and appearance of interior (overall impression)	5.

Hesitation or delay when shifting between gears	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Normal acceleration. Soon after vehicle start-up.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	3,000-3,999.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.

About You	
Primary vehicle you were considering	Suburban. 2016. Primary Considered Vehicle: New. Chevrolet.
Financing options	3.
Vehicle fuel economy	4.
Vehicle performance	4.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.
Did you purchase or lease your vehicle?	Purchase.
Please indicate your ethnicity	■.
When considering this vehicle	Test drive the vehicle. Visit the dealership. Research online. Interact with dealership by phone.
Dealership treatment	4.
What is your primary language?	English.
Convenience of dealership location	3.
Ability to test drive	4.
Trade-in allowance	3.
Price	4.
Vehicle availability	3.
Which of the following best describes the area you live in?	Suburban.
Vehicle quality	5.
Vehicle styling	4.
Please indicate your gender	■.
Please indicate the primary driver's age.	30 - 39.

Welcome	
Please tell us how many miles are currently on your vehicle	More than 10,000.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.

Engine stumbles/hesitates/surges	
Engine trouble occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes. Within first 5 minutes after starting vehicle.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Additional Comments	I am disappointed that I have a check engine light on in a vehicle I just purchase this year. It will cause me to be very hesitant in future Chrysler purchases. I have taken the van to dealer twice to address check engine light and it is on again currently. I feel like I've got a lemon.
Has this trouble required that the vehicle be towed to be repaired?	No.
What best describes the engine drivability trouble? (check all that apply)	Engine has a hesitation, momentarily cuts out, or surges while accelerating. When coming to stop sign after first starting to drive, the van feels as if it is jumping off the line.
Approximate mileage when trouble was first noticed was	3,000-3,999.

Engine stumbles/hesitates/surges	
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Contact Me	
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	How can my vehicle be fixed and not have future reoccurring issues? Is it possible that our particular vehicle has issues that can be resolved if Chrysler swapped our vehicle out with a new one?
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
What Can We Do Better?	
Feedback/Concerns	I am very disappointed by the quality of the engine components if that is indeed what is causing the issues for the check engine light to come on and the hesitations when driving. I have not had these issues with other cars as we maintain them by the books. I am considering trading this in and walking away from Chrysler. No one should spend \$47,000 on a vehicle only to have issues within a few months.
What has Chrysler done right?	The style, set up and features of the Pacifica is why we bought it in the first place. It was between this and a suburban but for family friendliness we went with the Pacifica. My wife loves the van as well but is also unhappy about the issues.
Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	
Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	Hesitation or delay when shifting between gears.
Check Engine light indicated trouble	
Describe the engine performance issue you experienced (check all that apply)	Surging. Hesitation. Other (please describe). I have had the van shut off completely while driving on two occasions.
Approximate mileage when trouble was first noticed was	3,000-3,999.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Was the "Check Engine" light your first indication there was trouble?	No.
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.

Customer Complaint Report

VIN	2C4RC1CG1HR5	Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON	
Built Date	04/08/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENG NE				Serial#	6096620098
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0416U0186
Color	PXR	BR LLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	382243107	Report Version	1	Open Date	10/14/2017
Close Date	10/28/2017	Narrative Date	10/30/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Welcome	
Please tell us how many miles are currently on your vehicle	More than 10,000.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Customer Complaint Report

VIN	2C4RC1DG6HR7	Model Year	2017	Body	RUCM53	CHRYSLER PAC FICA TOURING WAGON	
Built Date	04/04/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	6032720035
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0807U0805
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	383749823	Report Version	1	Open Date	11/09/2017
Close Date	11/09/2017	Narrative Date	11/10/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Vehicle Satisfaction Ratings

Ease of folding rear seats to desired position.	5.
Wheels, rims, and tires appearance and styling	5.
Integration with media players	5.
Clarity of sound	5.
Engine sound	5.
Fuel economy and driving range	5.
Transmission gear change performance (smoothness)	5.
Comfort of driver seat back	5.
Interior comfort, design and appearance of interior (overall impression)	5.
How was your purchasing experience (the dealer/dealership)?	5.
Steering wheel adjustment	5.
Ease of adjusting driver seat to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Interior noise level while driving	5.
Ride quality	5.
Ease of getting into and out of vehicle	5.
Integration with phones	5.
Overall audio, entertainment, and navigation system impression	5.
Navigation system route accuracy	1.
Comfort of driver bottom seat cushion	5.
Climate control operation (function and ease of use)	5.
Comfort of driver headrest.	5.
Brake responsiveness/effort	5.
Support for popular music/video formats	5.
Feel of the seat material	5.
Rear view styling (rear fascia, bumper)	5.
How do you feel about the VALUE of your new car? (i.e.	5.
What is your attitude overall towards your new car?	5.
Comfort of the rear (2nd row) seats.	5.
How well the driver seat holds you in place while cornering.	5.
Engine performance during acceleration	5.
Safety and visibility while driving	5.
Appearance of exterior paint	5.
What is your attitude overall towards the BRAND of your new car?	5.
Engine exhaust sound	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Head/leg/foot room	5.
Vehicle storage and space usage	5.
Overall rating of the driver seat	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Location and usefulness of interior lighting	5.
Headlight illumination/performance during night-time driving	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.

Engine runs, then dies/stalls

Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 91 and 100 degrees F. Georgia Summer
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	At delivery.
Engine trouble occurs after vehicle is started at	Cold condition - first start of the day or after vehicle is off for 6+ hours.
How often does this trouble occur?	Trouble occurs regularly.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Has this trouble required that the vehicle be towed to be repaired?	No.

Overview

Would you recommend this vehicle to family or friends?	Yes.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	5 (strongly agree).

Overview	
Information in the Printed User Guide is easy to find and access	5 (strongly agree).
Printed User Guide format is easy to understand and use	5 (strongly agree).
Did you review the Printed User Guide?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). have nothing to play it on
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Smartphone Application	5 (very satisfied).
Printed User Guide covers the necessary features	5 (strongly agree).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	5 (very satisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Information in the Smartphone Application is easy to find and access	5 (strongly agree).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Did you review the Owner's Information DVD?	No.
Please rate your overall level of satisfaction with the Printed User Guide	5 (very satisfied).
The information in Mopar Companion was helpful	5 (strongly agree).
The Smartphone Application format is easy to understand and use	5 (strongly agree).
The Vehicle User Guides format is easy to use/understand	5 (strongly agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
The Vehicle User Guide via the radio touchscreen was easy to find	5 (strongly agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).

About You	
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased Used.
Financing options	5.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Vehicle performance	5.
Did you purchase or lease your vehicle?	Purchase.
Vehicle fuel economy	5.
Which, if any, influenced your purchase decision? (check all that apply)	Consumer Reports ratings.
Primary vehicle you were considering	Primary Considered Vehicle: New.
Dealership treatment	5.
Convenience of dealership location	5.
Please indicate the primary driver's age.	60 - 69.
Trade-in allowance	5.
Price	5.
Vehicle styling	5.
Vehicle quality	5.
When considering this vehicle	Visit the dealership.
Please indicate your ethnicity	
Ability to test drive	5.
Please indicate your gender	
Vehicle availability	5.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Detail on Low Rated Items	
You rated navigation system route accuracy Low. Use this space to provide any specific comments you would like to share.	don't have it

Welcome	
Please tell us how many miles are currently on your vehicle	3,000-4,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	No.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Customer Complaint Report

VIN	2C4RC1BG5HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	04/13/2017	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENG NE UPG I W/ESS				Serial#	6084720176
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0947U1109
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	383925856	Report Version	1	Open Date	10/28/2017
Close Date	11/11/2017	Narrative Date	11/13/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Engine Driveability (stumbles/hesitates/surges)

Engine Driveability (stumbles/hesitates/surges) Engine stumbles/hesitates/surges.

Engine stumbles/hesitates/surges

To the best of your recollection, the trouble was first noticed 1 to 3 months after delivery.
 Has this trouble required that the vehicle be towed to be repaired? No.
 Please describe conditions when this trouble occurs Engine light on.. stutters
 What type of fuel do you most often put into your vehicle? Regular gasoline.
 Approximate mileage when trouble was first noticed was 6,000-6,999.
 How often does this trouble occur? Trouble occurs regularly.
 Additional Comments Taking tomorrow to be looked at
 What best describes the engine drivability trouble? (check all that apply) Engine has a hesitation, momentarily cuts out, or surges while accelerating.

Engine Stalling

Engine Stalling Engine runs, then dies/stalls.

Welcome

Are you the primary driver of this vehicle? Yes.
 Please tell us how many miles are currently on your vehicle 7,000-9,999.
 Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained? No.

Vehicle Issues/Things Gone Wrong

Continuous Quality Insight Engine.
 Transmission and Drivetrain.

Customer Complaint Report

VIN	2C4RC1EG1HR000000	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOUR NG L PLUS WAGON	
Built Date	08/01/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	6175711197
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1797H0242
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number		System Key	384439907	Report Version	1	Open Date	11/15/2017
Close Date	11/15/2017	Narrative Date	11/16/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Detail on Low Rated Items

You rated engine sound Low. Use this space to provide any specific comments you would like to share.	Junk
You rated fuel economy and driving range Low. Use this space to provide any specific comments you would like to share.	Junk
You rated engine exhaust sound Low. Use this space to provide any specific comments you would like to share.	Junk
You rated your attitude overall towards your new car Low. Use this space to provide any specific comments you would like to share.	Junk
You rated the value of your new car Low. Use this space to provide any specific comments you would like to share.	Junk
You rated your attitude about the brand of your new car Low. Use this space to provide any specific comments you would like to share.	Junk
You rated your purchasing experience (at the dealer/dealership) Low. Use this space to provide any specific comments you would like to share.	Horrible
You rated engine performance during acceleration Low. Use this space to provide any specific comments you would like to share.	Junk
You rated your feelings about the durability of your new vehicle Low. Use this space to provide any specific comments you would like to share.	Junk

Engine stumbles/hesitates/surges

Approximate mileage when trouble was first noticed was	0-999.
What best describes the engine drivability trouble? (check all that apply)	Engine has a hesitation, momentarily cuts out, or surges while decelerating. Gas O2 Engine surges, cuts out, or changes speed while cruising at a steady speed. Gas O2 Engine has a hesitation, momentarily cuts out, or surges while accelerating. Gas overload. O2 sensor
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
How often does this trouble occur?	Trouble occurs regularly.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle.

Overview

How many visits did you make to the dealer?	2 visits.
Did you review the Owner's Information DVD?	No.
Please explain further about your choice to recommend your vehicle	It's junk and Fletcher Chrysler in Franklin Indiana is a horrible dealer. Poor customer service
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to a different dealer. On vacation when it occurred
Was the trouble resolved to your satisfaction?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very dissatisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Would you recommend this vehicle to family or friends?	No.
Were the trouble(s) repaired or explained?	Not at all (please explain further, if applicable).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.

Vehicle Satisfaction Ratings

Front view styling (front fascia, hood, grille, headlight area)	4.
Wheels, rims, and tires appearance and styling	4.
Ease of adjusting driver seat to desired position.	4.
How well the driver seat holds you in place while cornering.	4.
Comfort of the rear (2nd row) seats.	4.
Engine sound	1.
Fuel economy and driving range	1.
Overall audio, entertainment, and navigation system impression	4.
Integration with phones	4.

Vehicle Satisfaction Ratings	
Integration with media players	3.
Ease of using system displays while driving	4.
Climate control operation (function and ease of use)	4.
Brake responsiveness/effort	4.
Comfort of driver headrest.	4.
Comfort of driver bottom seat cushion	4.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Headlight illumination/performance during night-time driving	4.
Comfort of driver seat back	4.
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Transmission gear change performance (smoothness)	2.
How do you feel about the VALUE of your new car? (i.e.	1.
Ease of getting into and out of vehicle	4.
Interior noise level while driving	4.
Ride quality	4.
How do you feel about the durability of your new vehicle?	1.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Steering and handling (responsiveness, stability)	4.
Engine exhaust sound	1.
What is your attitude overall towards the BRAND of your new car?	1.
Vehicle storage and space usage	4.
Engine performance during acceleration	1.
How was your purchasing experience (the dealer/dealership)?	1.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Overall rating of the driver seat	4.
What is your attitude overall towards your new car?	1.
Clarity of sound	4.
Rear view styling (rear fascia, bumper)	4.
Feel of the seat material	4.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	1,000-2,999.

What Can We Do Better?	
Feedback/Concerns	Fletcher is a horrible dealership in Franklin In. I have bought five brand new cars from them since 2005 and will never again.
What has Chrysler done right?	Crown Chrysler in Chattanooga TN is an awesome representative for Chrysler

About You	
What is your average miles per gallon (MPG) with your vehicle?	10-12 mpg.
Please tell us about the vehicle you replaced (if applicable)	Jeep. 2016. Replaced Vehicle: Purchased New. Wrangler Unlimited.
Did you purchase or lease your vehicle?	Purchase.
Vehicle styling	4.

Engine Odors	
Engine Odors	Abnormal odors coming from engine.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Engine runs, then dies/stalls	
What type of fuel do you most often put into your vehicle?	Regular gasoline.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures.
Engine trouble occurs (check all that apply)	Other (please describe). All the time
Has this trouble required that the vehicle be towed to be repaired?	No.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Electronic Engine Controls (Check Engine)	
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Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Steering, Handling, and Ride. Other. Engine.
Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
Engine Fuel Consumption	
Engine Fuel consumption	Fuel consumption is worse than expected.
Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine stop/start function is broken/not working.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Customer Complaint Report

VIN	2C4RC1EG9H	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOUR NG L PLUS WAGON	
Built Date	07/29/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	6176720004
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1797H0970
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	384586228	Report Version	1	Open Date	11/16/2017
Close Date	11/16/2017	Narrative Date	11/17/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Engine runs, then dies/stalls

Approximate mileage when trouble was first noticed was	0-999.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs intermittently.
Engine trouble occurs (check all that apply)	Other (please describe). Random
What best describes the engine stalling trouble? (check all that apply)	Other engine stalling trouble (please describe). The engine dies occasionally if the gas fuel saver is on, I am stopped at a light, and then start up again, or if traffic is stop and go.

Vehicle Satisfaction Ratings

Integration with phones	3.
Clarity of sound	5.
Comfort of driver bottom seat cushion	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Rear view styling (rear fascia, bumper)	5.
Ease of adjusting driver seat to desired position.	5.
Comfort of driver seat back	5.
Appearance of exterior paint	5.
Safety and visibility while driving	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
How well the driver seat holds you in place while cornering.	5.
Integration with media players	3.
Ease of using system displays while driving	4.
Location and usefulness of interior lighting	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Comfort of the rear (2nd row) seats.	5.
Exterior design and appearance (overall impression)	5.
Comfort of driver headrest.	3.
Climate control operation (function and ease of use)	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Overall audio, entertainment, and navigation system impression	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Overall rating of the driver seat	5.
Wheels, rims, and tires appearance and styling	5.

Entertainment/Navigation System/Connectivity

Please choose your cell phone brand	Apple.
Please tell us your cell phone model	Iphone
Entertainment/Navigation System/Connectivity	None
Please choose your cell phone carrier	Verizon Wireless.

Hands-Free Phone / Bluetooth system loses connection

Connection problem happens on	Bluetooth connection between cell phone and the radio.
Were you in the middle of a call?	Yes, and transferred call to headset.
Lost connection problem happens when	Other: Please describe when this trouble occurs.
Additional Comments	The bluetooth system is very frustrating when on a call and either the car is on remote start or it just starts up and the system is connecting to the phone.
How often does this trouble occur?	Trouble occurs regularly.
Is there more than one phone paired to the vehicle?	No.

Hands-Free Phone / Bluetooth

Hands-Free Phone / Bluetooth	Built-in Hands-Free Phone / Bluetooth system phonebook does not work correctly.
	Built-in Hands-Free Phone / Bluetooth system loses connection.

Hands-Free Phone / Bluetooth system phonebook does not work correctly

Hands-Free Phone / Bluetooth system phonebook does not work correctly	
How many contacts do you have in your phone?	25-499.
Did you refer to the voice tutorial, phone tutorial and voice training when experiencing hands-free phone/Bluetooth system issues?	I did not receive any of the materials.
Please indicate which aspect of the phonebook does not work properly (check all that apply)	Phonebook does not download.
How often does this trouble occur?	Trouble occurs regularly.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Entertainment/Navigation System/Connectivity.

Overview	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, have not had a chance/inconvenient location.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone only.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Owner's Information DVD?	Yes.

Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working	
Please describe conditions when this trouble occurs	Hard to tell when it is going to happen
Approximate mileage when trouble was first noticed was	0-999.
Please indicate which controls/menus are broken/not working properly (check all that apply)	Other (please describe). Sometimes the display screen is unresponsive when I touch it
How often does this trouble occur?	Trouble occurs intermittently.

Touchscreen Controls	
Touchscreen Controls	Front seat audio/entertainment/navigation touchscreen controls/menus broken/not working.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle	1,000-2,999.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	The touchscreen issue and the car dying when it is in fuel save mode

What Can We Do Better?	
What has Chrysler done right?	Made a nice van with lots of conveniences

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

About You	
Did you purchase or lease your vehicle?	Lease.

Customer Complaint Report

VIN	2C4RC1BG6HR654260	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	12/05/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6306620447
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z3226U1217
Color	PTE	MOLTEN SILVER					

Report Number	1	System Key	384725883	Report Version	1	Open Date	11/04/2017
Close Date	11/18/2017	Narrative Date	11/20/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Engine does not idle properly: idles rough, too low, or too high

Engine idle trouble occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes. Driving the vehicle for more than 20 minutes. Within first 5 minutes after starting vehicle. Hot condition - after vehicle is off for less than 1 hour. Warm condition - after vehicle is off for 1 - 6 hours. Cold condition - first start of the day or after vehicle is off for 6+ hours.
Engine idle trouble occurs after vehicle is started at	Trouble occurs regularly.
How often does this trouble occur?	0-999.
Approximate mileage when trouble was first noticed was	Within the 1st month after delivery.
To the best of your recollection, the trouble was first noticed	Yes.
Has this trouble required that the vehicle be towed to be repaired?	Engine idling is rough.
What best describes the engine idle trouble? (check all that apply)	Regular gasoline.
What type of fuel do you most often put into your vehicle?	

Engine Idling (rough, too low/high)

Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
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Engine power is less than expected

Trouble occurs while vehicle is (check all that apply)	Freeway/highway driving. Long after vehicle start-up. Braking. Cruising/holding a steady speed on an uphill grade. Going up an incline. Accelerating. While driving on level roads. City driving/stop-and-go traffic. Going down an incline. Soon after vehicle start-up. Within the 1st month after delivery.
To the best of your recollection, the trouble was first noticed	No.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	Trouble occurs regularly.
How often does this trouble occur?	0-999.
Approximate mileage when trouble was first noticed was	Regular gasoline.
What type of fuel do you most often put into your vehicle?	Yes.
Has this trouble required that the vehicle be towed to be repaired?	

Engine loses power when air conditioning is on

Engine trouble occurs while vehicle is (check all that apply)	Long after vehicle start-up. While driving on level roads. Going down an incline. Accelerating. Braking. Soon after vehicle start-up. Going up an incline. City driving/stop-and-go traffic. Coasting (no gas pedal applied). Cruising/holding a steady speed on a level road. Freeway/highway driving. At idle. Cruising/holding a steady speed on an uphill grade.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
How often does this trouble occur?	Trouble occurs regularly.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was	0-999.

Engine stumbles/hesitates/surges

Has this trouble required that the vehicle be towed to be repaired?	Yes.
What best describes the engine drivability trouble? (check all that apply)	Engine surges, cuts out, or changes speed while cruising at a steady speed. Engine has a hesitation, momentarily cuts out, or surges while accelerating. Engine has a hesitation, momentarily cuts out, or surges while decelerating. Other engine drivability trouble (please describe).
Engine trouble occurs after vehicle is started at	Hot condition - after vehicle is off for less than 1 hour.

Engine stumbles/hesitates/surges	
Engine trouble occurs (check all that apply)	Warm condition - after vehicle is off for 1 - 6 hours. Cold condition - first start of the day or after vehicle is off for 6+ hours. Driving the vehicle for more than 20 minutes. Driving the vehicle more than 5 minutes but less than 20 minutes. Regular gasoline.
What type of fuel do you most often put into your vehicle?	Within the 1st month after delivery.
To the best of your recollection, the trouble was first noticed	0-999.
Approximate mileage when trouble was first noticed was	Trouble occurs regularly.
How often does this trouble occur?	
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Check Engine light indicated trouble	
Was the "Check Engine" light your first indication there was trouble?	No.
Describe the engine performance issue you experienced (check all that apply)	Stalling. Rough idle. Hesitation. Lack of power.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Approximate mileage when trouble was first noticed was	0-999.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Did you also experience an engine performance issue while the "Check Engine" light was on?	Yes.
Engine Power	
Engine power	Engine loses power when air conditioning is on. Engine power is less than expected.
Welcome	
Please tell us how many miles are currently on your vehicle	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Electric Motor Performance (Battery electric vehicle only)	
Electric Motor Performance (Battery electric vehicle only)	Electric motor noise when driving. Electric motor broken/not working properly.
Electric motor broken/not working properly	
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain.
Electric motor noise when driving	
Approximate mileage when trouble was first noticed was	0-999.
Has this trouble required that the vehicle be towed to be repaired?	Yes.
Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.
Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Customer Complaint Report

VIN	2C4RC1DG0HR	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOUR NG WAGON	
Built Date	09/12/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6244610749
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z2386H0760
Color	PTE	MOLTEN SILVER					

Report Number	1	System Key	384959225	Report Version	1	Open Date	11/07/2017
Close Date	11/21/2017	Narrative Date	11/21/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Engine power is less than expected

Please describe conditions when this trouble occurs	all the time
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs while vehicle is (check all that apply)	Cruising/holding a steady speed on an uphill grade.
	Accelerating. Does not move when going up 45 degree hills
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
What type of fuel do you most often put into your vehicle?	Premium gasoline.
Approximate mileage when trouble was first noticed was	7,000-7,999.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
Has this trouble required that the vehicle be towed to be repaired?	No.

Overview

Please explain further about your choice to recommend your vehicle	I would like to have better pick up in the vehicle to recommend to other
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Would you recommend this vehicle to family or friends?	No.
The Vehicle User Guide via the radio touchscreen was easy to find	1 (strongly disagree).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	1 (very dissatisfied).
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Other (please explain further, if applicable). Yes, but only for the one issue
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
The Vehicle User Guides format is easy to use/understand	1 (strongly disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	1 (strongly disagree).
Printed User Guide covers the necessary features	4 (agree).
Did you review the Printed User Guide?	Yes.
Did you review the Owner's Information DVD?	No.

Engine runs, then dies/stalls

Additional Comments	When vehicle was taken in for service there was a recall replacement and the issue has not occurred again.
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 41 and 80 degrees F.
Approximate mileage when trouble was first noticed was	5,000-5,999.
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted. Stalled when accelerating, needed to put in park and restart
	Engine dies/stalls while accelerating. Stalled when accelerating, needed to put in park and restart
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
What type of fuel do you most often put into your vehicle?	Premium gasoline.
How often does this trouble occur?	Trouble occurs intermittently.
Has this trouble required that the vehicle be towed to be repaired?	No.

Engine Stalling

Engine Stalling	Engine runs, then dies/stalls.
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Contact Me

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Engine makes abnormal/excessive noises

Engine makes abnormal/excessive noises	
Approximate mileage when trouble was first noticed was	6,000-6,999.
Engine noise sounds like (check all that apply)	Knocking.
Has this trouble required that the vehicle be towed to be repaired?	No.
Engine noise occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours. Hot condition - after vehicle is off for less than 1 hour.
What type of fuel do you most often put into your vehicle?	Premium gasoline.
Engine noise occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes. Within first 5 minutes after starting vehicle. Driving the vehicle for more than 20 minutes.
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Engine noise occurs while vehicle is (check all that apply)	Idling.
How often does this trouble occur?	Trouble occurs regularly.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Transmission and Drivetrain. Engine.
What Can We Do Better?	
What has Chrysler done right?	The service professionals are friendly and responsive
Feedback/Concerns	I would like for less issues within vehicles
Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	7,000-9,999.
Are you the primary driver of this vehicle?	Yes.
Engine Noise (abnormal)	
Engine Noise (abnormal)	Engine makes abnormal/excessive noises.
Engine Power	
Engine power	Engine power is less than expected.

Customer Complaint Report

VIN	2C4RC1BG8HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	05/13/2016	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERF	3.6L V6 24V VVT ENGINE				Serial#	6128611009
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1246U0379
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT					

Report Number	1	System Key	385095758	Report Version	1	Open Date	11/21/2017
Close Date	11/21/2017	Narrative Date	11/22/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

What Can We Do Better?

Feedback/Concerns	Transmission concerns. I would like to see the better console offered in the lower end models, the power adapters are not very handy.
What has Chrysler done right?	I like the handling and interior room.

About You

Vehicle performance	2.
Please tell us about the vehicle you replaced (if applicable)	2012. Replaced Vehicle: Purchased New. Dodge. Grand Caravan.
Convenience of dealership location	2.
Trade-in allowance	2.
Dealership treatment	2.
Primary vehicle in your household	Focus. 2008. Primary Household Vehicle: Purchased Used. Ford.
Which, if any, influenced your purchase decision? (check all that apply)	Automotive magazines. Dealer/Salesperson interaction. Advertisements.
Vehicle styling	3.
Primary vehicle you were considering	Dodge. Primary Considered Vehicle: New. 2017. Grand Caravan.
Please indicate the primary driver's age.	60 - 69.
Vehicle availability	2.
Did you purchase or lease your vehicle?	Purchase.
Vehicle fuel economy	3.
Ability to test drive	2.
Vehicle quality	2.
What is your primary language?	English.
Which of the following best describes the area you live in?	Rural.
Please indicate your ethnicity	
Financing options	2.
Please indicate your gender	
When considering this vehicle	Visit the dealership.
Price	2.
What is your average miles per gallon (MPG) with your vehicle?	25-26 mpg.

Engine stumbles/hesitates/surges

Engine trouble occurs after vehicle is started at	Cold condition - first start of the day or after vehicle is off for 6+ hours.
Approximate mileage when trouble was first noticed	1,000-1,999.
What best describes the engine drivability trouble? (check all that apply)	Engine has a hesitation, momentarily cuts out, or surges while accelerating. when starting from stop sometimes it hesitates
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
How often does this trouble occur?	Trouble occurs intermittently.
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle.

Detail on Low Rated Items

We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Transmission issues and power adapter locations.
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Vehicle Satisfaction Ratings

Transmission gear change performance (smoothness)	3.
Clarity of sound	5.
Engine exhaust sound	5.
Comfort of the rear (2nd row) seats.	5.
Feel of the seat material	5.
Interior comfort, design and appearance of interior (overall impression)	4.

Vehicle Satisfaction Ratings	
Steering wheel adjustment	5.
Safety and visibility while driving	5.
How do you feel about the VALUE of your new car? (i.e.	3.
Fuel economy and driving range	4.
Ease of folding rear seats to desired position.	5.
What is your attitude overall towards the BRAND of your new car?	3.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Ease of adjusting rear seats to desired position.	5.
Integration with phones	4.
Overall audio, entertainment, and navigation system impression	5.
How was your purchasing experience (the dealer/dealership)?	5.
How well the driver seat holds you in place while cornering.	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
What are your favorite parts of your new vehicle?	interior room
Rear view styling (rear fascia, bumper)	3.
How do you feel about the durability of your new vehicle?	3.
Exterior design and appearance (overall impression)	5.
Headlight illumination/performance during night-time driving	5.
Ride quality	5.
Ease of adjusting driver seat to desired position.	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Comfort of driver seat back	5.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
What is your attitude overall towards your new car?	3.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	5.
Is there anything about your new vehicle you would like to see changed?	I prefer cloth seats for the higher end models
Ease of using system displays while driving	5.
Vehicle storage and space usage	4.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Engine performance during acceleration	3.
Location and usefulness of interior lighting	4.
Climate control operation (function and ease of use)	5.
Brake responsiveness/effort	5.
Overall rating of the driver seat	5.

Overview	
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. Expressway Dodge Evansville, In.
Would you recommend this vehicle to family or friends?	No.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
How many visits did you make to the dealer?	Other (please explain further, if applicable). one visit just for software updates 2nd visit to investigate transmission problem
Did you review the Printed User Guide?	Yes.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). could not duplicate problem
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Please explain further about your choice to recommend your vehicle	I would recommend it if transmission problems do not reoccur.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	The transmission issues that I have had. (8 [REDACTED])

Slips/will not engage gear properly/shifts erratically	
To the best of your recollection, the trouble was first noticed	More than 3 months after delivery.
Please describe conditions when this trouble occurs	has happened only once
Approximate mileage when trouble was first noticed was	10,000 or above.
How often does this trouble occur?	Trouble occurs intermittently.

Slips/will not engage gear properly/shifts erratically	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours.
Additional Comments	what happened was after turning at intersection when I accelerated the RPM's went up but it was like it was in neutral. I let off gas pedal and tried again and then it went in gear and took off. I had dealership check it but they did not find anything wrong. They did load software updates.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	City driving/stop-and-go traffic. Normal acceleration. occurred after turning at an intersection Soon after vehicle start-up.
Are you using your vehicle for towing when the problem occurs?	No.
Has this trouble required that the vehicle be towed to be repaired?	No.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	More than 10,000.
Are you the primary driver of this vehicle?	Yes.

Engine power is less than expected	
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was	1,000-1,999.
Trouble occurs while vehicle is (check all that apply)	Cruising/holding a steady speed on an uphill grade. it down shifts for a slight uphill grade Freeway/highway driving. Long after vehicle start-up. Regular gasoline.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Engine. Transmission and Drivetrain.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.

Engine runs, then dies/stalls	
What type of fuel do you most often put into your vehicle?	Regular gasoline.

Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	
Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	Slips/will not engage gear properly/shifts erratically.

Engine Power	
Engine power	Engine power is less than expected.

Customer Complaint Report

VIN	2C4RC1CG2HR	Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON	
Built Date	04/10/2017	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENG NE UPG I W/ESS				Serial#	6080720184
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0947U0405
Color	PTE	MOLTEN SILVER					

Report Number		System Key	386082076	Report Version	1	Open Date	11/30/2017
Close Date	11/30/2017	Narrative Date	12/01/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Overview

How many visits did you make to the dealer?	1 visit.
Were the trouble(s) repaired or explained?	Fully.
Did you review the Printed User Guide?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
The Vehicle User Guides format is easy to use/understand	4 (agree).
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Did you review the Owner's Information DVD?	No.
Printed User Guide covers the necessary features	4 (agree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. Cerritos dodge
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Was the trouble resolved to your satisfaction?	Yes.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).

Vehicle Satisfaction Ratings

Integration with media players	5.
Clarity of sound	5.
Wheels, rims, and tires appearance and styling	5.
Ease of folding rear seats to desired position.	5.
Ease of adjusting rear seats to desired position.	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Transmission gear change performance (smoothness)	5.
Ease of getting into and out of vehicle	5.
Engine sound	5.
Fuel economy and driving range	5.
Ride quality	5.
How well the driver seat holds you in place while cornering.	5.
How do you feel about the VALUE of your new car? (i.e.	5.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
Interior noise level while driving	5.
Feel of the seat material	5.
What are your favorite parts of your new vehicle?	Inside the whole car
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Comfort of driver seat back	5.
Ease of using system displays while driving	5.
Exterior design and appearance (overall impression)	5.
Ease of adjusting driver seat to desired position.	5.
Overall audio, entertainment, and navigation system impression	4.
Support for popular music/video formats	5.
Rear view styling (rear fascia, bumper)	5.
Engine exhaust sound	5.
What is your attitude overall towards your new car?	5.
Comfort of the rear (2nd row) seats.	5.
Interior comfort, design and appearance of interior (overall impression)	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
How was your purchasing experience (the dealer/dealership)?	5.

Vehicle Satisfaction Ratings	
Brake responsiveness/effort	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
Overall rating of the driver seat	5.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
Climate control operation (function and ease of use)	5.
What is your attitude overall towards the BRAND of your new car?	5.
Integration with phones	5.
Appearance of exterior paint	5.

Engine runs, then dies/stalls	
Approximate mileage when trouble was first noticed was	0-999.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 41 and 80 degrees F.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted. Engine dies/stalls and you must wait before it can be restarted.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Additional Comments	Took to dealer. Fixed the problem. Haven't had issues since.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Plus gasoline.
How often does this trouble occur?	Trouble occurs intermittently.

About You	
When considering this vehicle	Test drive the vehicle. Interact with dealership by email.
Please indicate the primary driver's age.	30 - 39.
Please indicate your ethnicity	Hispanic/Latino.
Which of the following best describes the area you live in?	Suburban.
Which, if any, influenced your purchase decision? (check all that apply)	Vehicle test drive. Previous experience with the vehicle/brand.
Did you purchase or lease your vehicle?	Purchase.
Primary vehicle in your household	Toyota. 2012. Corolla.
What is your primary language?	English.
Vehicle quality	4.
Please indicate your gender	Male.
What year were you born?	██████
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.

Check Engine light indicated trouble	
Was the "Check Engine" light your first indication there was trouble?	Yes.
Has this trouble required that the vehicle be towed to be repaired?	No.
Describe the engine performance issue you experienced (check all that apply)	Stalling. Would turn off while driving.
Approximate mileage when trouble was first noticed was	1,000-1,999.
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Did you also experience an engine performance issue while the "Check Engine" light was on?	No.

Welcome	
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Please tell us how many miles are currently on your vehicle	3,000-4,999.
Are you the primary driver of this vehicle?	Yes.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

What Can We Do Better?	
What has Chrysler done right?	I love the car. Beside that problem. It's a great car.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Electronic Engine Controls (Check Engine)	
Electronic Engine Controls ('Check Engine')	"Check Engine" light indicated trouble.

Customer Complaint Report

VIN	2C4RC1EGXHR	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON	
Built Date	05/30/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	6126711048
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1317H1050
Color	PBX	JAZZ BLUE PEARL COAT					

Report Number		System Key	386271372	Report Version	1	Open Date	12/03/2017
Close Date	12/03/2017	Narrative Date	12/04/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

Detail on High Rated Items

You rated the value of your new car High. Use this space to provide any specific comments you would like to share.	So much more affordable than an SUV and has so many upgrades
You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.	I had a great salesman that made the process so easy.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	Doesn't really look like an old school mini van, more like an SUV and I love that.
You rated comfort of driver bottom seat cushion High. Use this space to provide any specific comments you would like to share.	It's so soft
You rated feel of the seat material High. Use this space to provide any specific comments you would like to share.	So soft

Vehicle Satisfaction Ratings

Ease of using system displays while driving	5.
Ease of folding rear seats to desired position.	5.
Support for popular music/video formats	5.
Appearance of exterior paint	5.
Steering and handling (responsiveness, stability)	5.
How do you feel about the durability of your new vehicle?	5.
What are your favorite parts of your new vehicle?	Quiet with plenty of power
Location and usefulness of interior lighting	5.
Brake responsiveness/effort	5.
How well the driver seat holds you in place while cornering.	5.
Vehicle storage and space usage	5.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Is there anything about your new vehicle you would like to see changed?	Just the stalling at lights
How do you feel about the VALUE of your new car? (i.e.	5.
Navigation system route accuracy	5.
Exterior design and appearance (overall impression)	5.
Ride quality	5.
What is your attitude overall towards the BRAND of your new car?	5.
Feel of the seat material	5.
Comfort of driver seat back	5.
Steering wheel adjustment	5.
Safety and visibility while driving	5.
Engine performance during acceleration	5.
Ease of adjusting driver seat to desired position.	5.
Clarity of sound	5.
Integration with media players	5.
Engine exhaust sound	5.
Comfort of driver headrest.	5.
Comfort of driver bottom seat cushion	5.
How was your purchasing experience (the dealer/dealership)?	5.
What is your attitude overall towards your new car?	5.
Overall rating of the driver seat	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Ease of getting into and out of vehicle	5.
Interior noise level while driving	5.
Engine sound	5.
Fuel economy and driving range	4.
Transmission gear change performance (smoothness)	5.

About You

Please tell us about the vehicle you replaced (if applicable)	MIKX. Lincoln. Replaced Vehicle: Purchased New. 2008.
Please indicate your ethnicity	
What year were you born?	
What is your primary language?	English.
Vehicle performance	5.
Vehicle fuel economy	5.

About You	
Please indicate the primary driver's age.	40 - 49.
Vehicle quality	5.
Price	5.
Which of the following best describes the area you live in?	Suburban.
Financing options	5.
Trade-in allowance	4.
Dealership treatment	5.
Which, if any, influenced your purchase decision? (check all that apply)	Consumer Reports ratings.
Did you purchase or lease your vehicle?	Purchase.
Convenience of dealership location	5.
Ability to test drive	5.
Please indicate your gender	Female.
When considering this vehicle	Visit the dealership.
Vehicle availability	5.
What is your average miles per gallon (MPG) with your vehicle?	21-22 mpg.

Engine stop/start function is broken/not working	
Additional Comments	I will be taking it in for an oil change soon and will ask. No one told me the mileage when I bought it required for an oil change.
Please indicate what type of trouble was experienced with the stop/start function (check all that apply)	Engine takes too long to start after a stop. Twice now at a stop light my van died and took putting it in park and restarting it to get it to go.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
What type of fuel do you most often put into your vehicle?	Plus gasoline.
Please describe conditions when this trouble occurs	Regular weather
Approximate mileage when trouble was first noticed was	2,000-2,999.
Has this trouble required that the vehicle be towed to be repaired?	No.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity. Seats. Vehicle Exterior. Interior Climate Control. Features/Controls/Displays. Steering, Handling, and Ride. Engine.

Engine runs, then dies/stalls	
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Engine trouble occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes. 10-15 minutes and while at a stop light
Please describe conditions when this trouble occurs	Its happened twice
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	2,000-2,999.
Has this trouble required that the vehicle be towed to be repaired?	No.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls and you must wait before it can be restarted. Must put in park at the light to restart.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 41 and 80 degrees F. I believe both times the temp was between 50-60 and nice outside
What type of fuel do you most often put into your vehicle?	Plus gasoline.

Overview	
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, coordinating with next maintenance visit (such as oil change).
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Would you recommend this vehicle to family or friends?	Yes.
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
The Vehicle User Guides format is easy to use/understand	4 (agree).
Did you review the Owner's Information DVD?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	3,000-4,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine stop/start function is broken/not working.
Entertainment/Navigation System/Connectivity	
Please choose your cell phone carrier	Verizon Wireless.
Please tell us your cell phone model	iPhone 6 plus
Please choose your cell phone brand	Apple.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	
What Can We Do Better?	
What has Chrysler done right?	Love the vehicle only concern is the stalling at stoplights.

Customer Complaint Report

VIN	2C4RC1EGXHR	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON	
Built Date	07/29/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3 6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	6176720107
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1797H0902
Color	PRV	VELVET RED PEARL COAT					

Report Number		System Key	386271423	Report Version	1	Open Date	12/03/2017
Close Date	12/03/2017	Narrative Date	12/04/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

What Can We Do Better?

Feedback/Concerns	My concern is the latest recall on the engine failures when driving.
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About You

Primary vehicle you were considering	2017. Durango. Primary Considered Vehicle: New. Dodge.
Price	4.
Vehicle quality	5.
Please tell us about the vehicle you replaced (if applicable)	Replaced Vehicle: Purchased New. Dart. Dodge. 2015. Suburban.
Which of the following best describes the area you live in?	The dealership did not have a variety. They only had one and this particular Durango had no amenities. No navigation, no power windows. Nothing extra
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	2.
Convenience of dealership location	4.
Financing options	5.
What year were you born?	1968
Trade-in allowance	4.
Dealership treatment	5.
Vehicle fuel economy	4.
Vehicle performance	5.
Please indicate your ethnicity	Native Hawaiian/Pacific Islander.
Which, if any, influenced your purchase decision? (check all that apply)	Value for the money.
Vehicle styling	5.
What is your average miles per gallon (MPG) with your vehicle?	16-18 mpg.
Please indicate the primary driver's age.	40 - 49.
Please indicate your gender	Female.
Ability to test drive	5.
Vehicle availability	5.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Lease.
When considering this vehicle	Visit the dealership. Research online.

Vehicle Satisfaction Ratings

Vehicle storage and space usage	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	5.
Location and usefulness of interior lighting	5.
How do you feel about the durability of your new vehicle?	4.
Transmission gear change performance (smoothness)	3.
Fuel economy and driving range	3.
What is your attitude overall towards the BRAND of your new car?	4.
How well the driver seat holds you in place while cornering.	4.
Feel of the seat material	4.
Engine exhaust sound	5.
Support for popular music/video formats	4.
Appearance of exterior paint	4.
Engine performance during acceleration	4.
Safety and visibility while driving	5.
Ride quality	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	5.
Integration with media players	4.
Comfort of driver headrest.	4.
Comfort of driver bottom seat cushion	4.
Ease of folding rear seats to desired position.	4.
Clarity of sound	5.
How was your purchasing experience (the dealer/dealership)?	4.
What is your attitude overall towards your new car?	4.

Vehicle Satisfaction Ratings	
Wheels, rims, and tires appearance and styling	3.
Rear view styling (rear fascia, bumper)	4.
Ease of adjusting driver seat to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Comfort of driver seat back	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Comfort of the rear (2nd row) seats.	4.
Headlight illumination/performance during night-time driving	5.
Navigation system route accuracy	4.
Exterior design and appearance (overall impression)	4.
Climate control operation (function and ease of use)	5.
Ease of using system displays while driving	3.
Integration with phones	4.
Brake responsiveness/effort	4.
Interior noise level while driving	5.
What are your favorite parts of your new vehicle?	Cargo room
Overall audio, entertainment, and navigation system impression	4.
Overall rating of the driver seat	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Steering and handling (responsiveness, stability)	3.
How do you feel about the VALUE of your new car? (i.e.	3.
Ease of getting into and out of vehicle	4.
Is there anything about your new vehicle you would like to see changed?	The strip under the back windows that allows the side doors to open
Engine sound	4.

Overview	
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	4 (satisfied).
Printed User Guide format is easy to understand and use	4 (agree).
What have you used to view your DVD? (check all that apply)	Home DVD Player.
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Information in the Smartphone Application is easy to find and access	4 (agree).
Did you review the Printed User Guide?	Yes.
Printed User Guide covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the DVD	4 (satisfied).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, appointment currently scheduled.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please provide feedback on how Chrysler can improve the Printed User Guide	I think the user guide is fairly simple to read and understand
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	4 (agree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Vehicle User Guides format is easy to use/understand	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Owner's Information DVD?	Yes.
DVD format is easy to understand and use	4 (agree).
Information on the DVD is easy to find and access	4 (agree).
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Would you recommend this vehicle to family or friends?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
The information in Mopar Companion was helpful	4 (agree).
The Vehicle User Guide via the radio touchscreen was easy to find	4 (agree).

Fuel consumption is worse than expected	
Where do you do most of your driving?	City/freeway rush hour driving (stop and go driving with a variety of speeds below 45 mph).
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Are you using your vehicle for towing when the problem occurs?	No.
How often does this trouble occur?	Trouble occurs intermittently.

Shift between gears is rough/harsh under normal driving conditions	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Normal condition: Vehicle has been driven more than 20 minutes from a cold start, or vehicle is restarted after being off for less than 1 hour.
Approximate mileage when trouble was first noticed was	0-999.
Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. This has only happened once

Shift between gears is rough/harsh under normal driving conditions	
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	1st Gear. This has only happened once Normal acceleration. Driving 35 mph in the city. No hills. City driving/stop-and-go traffic.
Has this trouble required that the vehicle be towed to be repaired?	No.
Please describe conditions when this trouble occurs	Has only happened once
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Welcome	
Are you the primary driver of this vehicle?	Yes.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	0
Engine runs, then dies/stalls	
Approximate mileage when trouble was first noticed was	1,000-1,999.
How often does this trouble occur?	Trouble occurs intermittently.
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls, but can be immediately restarted. It's happened a couple of times. Normal driving conditions.
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 41 and 80 degrees F. The automatic start sometimes delays to start the vehicle or it sometimes doesn't start at all
Please describe conditions when this trouble occurs	Normal conditions. In city driving.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine. Transmission and Drivetrain.
Engine Fuel Consumption	
Engine Fuel consumption	Fuel consumption is worse than expected.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	
Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	Shift between gears is rough/harsh under normal driving conditions.

Customer Complaint Report

VIN	2C4RC1GG4HR8	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON	
Built Date	08/05/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENG NE UPG I W/ESS				Serial#	6032721707
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z2067U0680
Color	PW7	BRIGHT WHITE CLEAR COAT					

Report Number		System Key	387109889	Report Version	1	Open Date	12/10/2017
Close Date	12/11/2017	Narrative Date	12/11/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Squeak/rattle/abnormal noises from window(s)

Additional Comments	3rd row passenger seat. Window panel where USB port is located. Rattling (hollow sound) with annoying vibration sound.
Please indicate the location of the window with the squeak/rattle/abnormal noises (check all that apply)	Passenger's side rear window. 3rd row, rattling at window panel where USB port is located.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was	0-999.

Contact Me

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Documented stalling issue and noisy cabin.
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Brake pedal feels mushy/soft

Approximate mileage when trouble was first noticed was	0-999.
How often does this trouble occur?	Trouble occurs intermittently.
Trouble with brakes occurs while traveling in these road conditions (check all that apply)	Clear/dry road conditions.
Trouble with brakes occurs during this type of braking (check all that apply)	Light braking. When stopping slowly there is a point where brake pedal stops, then gives way a little. Feels like brake line needs to be bled.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please describe conditions when this trouble occurs	Normal level streets and roadways.
Trouble with brakes occurs while traveling at these speeds (check all that apply)	Low speeds (1-25 MPH). When stopping slowly there is a point where brake pedal stops, then gives way a little. Feels like brake line needs to be bled.
Has this trouble required that the vehicle be towed to be repaired?	No.

Air conditioner takes too long to get cold

Approximate mileage when trouble was first noticed was	0-999.
Please describe conditions when this trouble occurs	Normal
How often does this trouble occur?	Trouble occurs intermittently.
Additional Comments	Chose Chrysler over Honda specifically for a/c features and vent locations.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please indicate typical weather conditions when air conditioner trouble occurs (check all that apply)	Bright sun.

Vehicle Satisfaction Ratings

Interior noise level while driving	1.
Location and usefulness of interior lighting	3.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e. Integration with phones	3.
Ease of getting into and out of vehicle	4.
Overall audio, entertainment, and navigation system impression	4.
Overall rating of the driver seat	4.
Front view styling (front fascia, hood, grille, headlight area)	5.
Wheels, rims, and tires appearance and styling	5.
Is there anything about your new vehicle you would like to see changed?	Passenger arm rest is too low and useless.
What is your attitude overall towards the BRAND of your new car?	3.
Comfort of driver bottom seat cushion	4.
Clarity of sound	4.
What is your attitude overall towards your new car?	4.
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Comfort of the rear (2nd row) seats.	3.
Interior comfort, design and appearance of interior (overall impression)	4.
Steering wheel adjustment	4.
How was your purchasing experience (the dealer/dealership)?	4.
Ease of adjusting driver seat to desired position.	4.
Climate control operation (function and ease of use)	3.
Brake responsiveness/effort	3.
Integration with media players	4.
Engine sound	4.
Fuel economy and driving range	4.

Vehicle Satisfaction Ratings	
Transmission gear change performance (smoothness)	4.
Comfort of driver seat back	4.
Vehicle storage and space usage	4.
Head/leg/foot room	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Ease of using system displays while driving	4.
Engine exhaust sound	4.
Feel of the seat material	4.
Appearance of exterior paint	5.
Rear view styling (rear fascia, bumper)	5.
What are your favorite parts of your new vehicle?	Style and interior space.
Navigation system route accuracy	2.
Safety and visibility while driving	4.
How well the driver seat holds you in place while cornering.	4.
Support for popular music/video formats	3.
Engine performance during acceleration	3.
Comfort of driver headrest.	3.
Exterior design and appearance (overall impression)	5.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Headlight illumination/performance during night-time driving	5.
Steering and handling (responsiveness, stability)	4.

Brake Operation	
Brake Operation	Brake pedal feels mushy/soft.

Seat Squeak/Rattle	
Please indicate which seat has a squeak/rattle (check all that apply)	Center rear seat (if equipped). Rattling I can't find source. Passenger's side rear seat. Rattling I can't find source.
Seat Squeak/Rattle	Seat Squeak/Rattle.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs under these surface conditions (check all that apply)	Bumpy or uneven surface. Loud on freeway of rough asphalt
Approximate mileage when trouble was first noticed was	0-999.

Engine stumbles/hesitates/surges	
Engine trouble occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was	0-999.
Please describe conditions when this trouble occurs	Mild weather
Has this trouble required that the vehicle be towed to be repaired?	No.
Additional Comments	Concerned, recall warranted, but is there a fix?
How often does this trouble occur?	Trouble occurs intermittently.
What best describes the engine drivability trouble? (check all that apply)	Engine has a hesitation, momentarily cuts out, or surges while accelerating. Usually after stopped at red light or when making a left turn and waiting for traffic to clear...scary

About You	
Please tell us about the vehicle you replaced (if applicable)	Explorer. Ford. 2010.
Primary vehicle you were considering	Odyssey. Primary Considered Vehicle: New. 2017. Honda.
Please indicate your ethnicity	Prefer not to answer.
Trade-in allowance	4.
Dealership treatment	5.
What year were you born?	■■■■
When considering this vehicle	Test drive the vehicle.
Primary vehicle in your household	Pacifica. Chrysler.
Did you purchase or lease your vehicle?	Purchase.
Convenience of dealership location	4.
What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Vehicle performance	5.
Vehicle fuel economy	5.
Vehicle styling	5.
Which, if any, influenced your purchase decision? (check all that apply)	NHTSA or I HS safety ratings. Lifestyle.
Vehicle quality	5.
Which of the following best describes the area you live in?	Suburban.
Financing options	4.
Price	5.
Vehicle availability	4.
Please indicate the primary driver's age.	50 - 59.

About You	
What is your primary language?	English.
Ability to test drive	4.
Please indicate your gender	Male
Fan/blower makes excessive noise	
Please describe when the fan/blower noise occurs (check all that apply)	At medium fan speeds. At high fan speeds.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please describe the fan/blower noise (check all that apply)	Roaring.
How often does this trouble occur?	Trouble occurs regularly.
Additional Comments	It's just abnormally loud.
Approximate mileage when trouble was first noticed was	0-999.
Overview	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Did you review the Printed User Guide?	Yes.
How many visits did you make to the dealer?	1 visit.
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). Waiting to hear outcome
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
The information in Mopar Companion was helpful	3 (neither agree nor disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Did you review the Owner's Information DVD?	No.
Please provide feedback on how Chrysler can improve the Printed User Guide	General information
Would you recommend this vehicle to family or friends?	No.
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Please explain further about your choice to recommend your vehicle	It's makes too much interior noise for a new vehicle. Concerns with stalling with acceleration becoming more apparent over time.
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from.
Was the trouble resolved to your satisfaction?	No.
Please provide feedback on how FCA can improve the Vehicle User Guide via the radio touchscreen	interactive touch screen
Printed User Guide covers the necessary features	3 (neither agree nor disagree).
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Engine does not idle properly: idles rough, too low, or too high	
Engine idle trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	1,000-1,999.
Engine idle trouble occurs (check all that apply)	Driving the vehicle for more than 20 minutes.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
Engine runs, then dies/stalls	
Engine trouble occurs after vehicle is started at	Warm condition - after vehicle is off for 1 - 6 hours.
What best describes the engine stalling trouble? (check all that apply)	Engine dies/stalls while accelerating.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was	0-999.
Engine trouble occurs (check all that apply)	Driving the vehicle more than 5 minutes but less than 20 minutes.
Has this trouble required that the vehicle be towed to be repaired?	No.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	Outside temperature between 41 and 80 degrees F. Outside temperature between 81 and 90 degrees F.
Operation and Performance	
Operation and Performance	Air conditioner takes too long to get cold. Fan/blower makes excessive noise.

Operation and Performance	
	Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located.
Head restraint adjustment controls are difficult to understand/use	
Please indicate which seat's head restraint controls are difficult to understand/use (check all that apply)	Driver's seat. Feel like it's pushing my head forward despite adjusting seat several times.
Adjustments and Controls	
Adjustments and Controls	Head restraint adjustment controls are difficult to understand/use.
Welcome	
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Interior Trim/Storage/Windows. Seats. Engine. Brake System. Interior Climate Control.
Engine Driveability (stumbles/hesitates/surges)	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
What Can We Do Better?	
Feedback/Concerns	Concerned about Chrysler's lack of response to stalling issue. This is my first Chrysler vehicle and I am starting to regret the purchase.
What has Chrysler done right?	It looks good, but the rattling noises inside are very disappointing.
Front heating, ventilation and air conditioning vents are difficult to understand/use; are poorly located	
Please indicate which heating, ventilation and air conditioning controls are difficult to understand/use are in a poor location (check all that apply)	Vents. How to change which air vents to use, like body to feet.
Please indicate which feature your vehicle is equipped with	Front dual HVAC control.
Please indicate why the controls are difficult to understand/use are in a poor location (check all that apply)	Operation of key fob is confusing/doesn't make sense.
Please indicate which of the following best describes your concern (check all that apply)	Difficult to understand. Need to scroll through climate app several time to locate how to change vent location.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Detail on Low Rated Items	
You rated interior noise level while driving Low. Use this space to provide any specific comments you would like to share.	Consistent rattling noise at 2nd row seating and window panels,
Abnormal Noises	
Abnormal Noises	Squeak/rattle/abnormal noises from window(s).

Customer Complaint Report

VIN	2C4RC1DG9HR8	Model Year	2017	Body	RUCM53	CHRYSLER PAC FICA TOURING WAGON	
Built Date	06/10/2017	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	6137721398
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z1517U0750
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number		System Key	387282973	Report Version	1	Open Date	11/28/2017
Close Date	12/12/2017	Narrative Date	12/12/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Welcome

Please tell us how many miles are currently on your vehicle 1,000-2,999.
 Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained? No.
 Are you the primary driver of this vehicle? Yes.

Overview

Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen 3 (neither satisfied nor dissatisfied).
 Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.
 Printed User Guide format is easy to understand and use 3 (neither agree nor disagree).
 Information in the Printed User Guide is easy to find and access 3 (neither agree nor disagree).
 The information in the Vehicle User Guide via the radio touchscreen is easy to access. 3 (neither agree nor disagree).
 Did you review the Printed User Guide? Yes.
 Printed User Guide covers the necessary features 3 (neither agree nor disagree).
 If our team has any additional questions about your responses, would you accept further contact? No.
 The Vehicle User Guide via the radio touchscreen was easy to find 3 (neither agree nor disagree).
 Please rate your overall level of satisfaction with the Printed User Guide 3 (neither satisfied nor dissatisfied).
 Which automotive publications do you subscribe to? (check all that apply) None or other (if other, please describe).
 The Vehicle User Guides format is easy to use/understand 3 (neither agree nor disagree).
 Overall, how satisfied are you with the quality of your new vehicle? Neither satisfied nor dissatisfied.
 Would you recommend this vehicle to family or friends? No.
 Did you review the Vehicle User Guide via the radio touchscreen? Yes.
 Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
 Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained? No, have not had a chance/inconvenient location.
 Did you review the Owner's Information DVD? No.

Engine overheats

Engine overheats Engine overheats.
 Approximate mileage when trouble was first noticed was 0-999.
 To the best of your recollection, the trouble was first noticed At delivery.
 How often does this trouble occur? Trouble occurs regularly.
 Has this trouble required that the vehicle be towed to be repaired? No.

Engine Driveability (stumbles/hesitates/surges)

Engine Driveability (stumbles/hesitates/surges) Engine stumbles/hesitates/surges.

Engine does not idle properly: idles rough, too low, or too high

Has this trouble required that the vehicle be towed to be repaired? No.
 What type of fuel do you most often put into your vehicle? Premium gasoline.
 How often does this trouble occur? Trouble occurs regularly.
 Approximate mileage when trouble was first noticed was 0-999.
 To the best of your recollection, the trouble was first noticed At delivery.
 What best describes the engine idle trouble? (check all that apply) Engine idle speed is too low.
 Engine idle trouble occurs (check all that apply) Within first 5 minutes after starting vehicle.

Engine stumbles/hesitates/surges

What best describes the engine drivability trouble? (check all that apply) Engine has a hesitation, momentarily cuts out, or surges while accelerating.
 Engine surges, cuts out, or changes speed while cruising at a steady speed.
 Engine has a hesitation, momentarily cuts out, or surges while decelerating.
 Engine trouble occurs after vehicle is started at Hot condition - after vehicle is off for less than 1 hour.
 Warm condition - after vehicle is off for 1 - 6 hours.
 Cold condition - first start of the day or after vehicle is off for 6+ hours.
 What type of fuel do you most often put into your vehicle? Premium gasoline.
 Approximate mileage when trouble was first noticed was 0-999.
 Has this trouble required that the vehicle be towed to be repaired? No.
 Engine trouble occurs (check all that apply) Driving the vehicle more than 5 minutes but less than 20 minutes.
 Driving the vehicle for more than 20 minutes.

Engine stumbles/hesitates/surges	
To the best of your recollection, the trouble was first noticed	Within first 5 minutes after starting vehicle. At delivery.
Engine runs, then dies/stalls	
What type of fuel do you most often put into your vehicle?	Premium gasoline.
To the best of your recollection, the trouble was first noticed	At delivery.
Approximate mileage when trouble was first noticed was	0-999.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures.
Engine trouble occurs (check all that apply)	Within first 5 minutes after starting vehicle. Driving the vehicle for more than 20 minutes. Driving the vehicle more than 5 minutes but less than 20 minutes. Trouble occurs regularly.
How often does this trouble occur?	Trouble occurs regularly.
Has this trouble required that the vehicle be towed to be repaired?	No.
Engine power is less than expected	
How often does this trouble occur?	Trouble occurs regularly.
Trouble occurs while vehicle is (check all that apply)	Accelerating. Coasting (no gas pedal applied).
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	Yes.
To the best of your recollection, the trouble was first noticed	At delivery.
Approximate mileage when trouble was first noticed was	0-999.
What type of fuel do you most often put into your vehicle?	Premium gasoline.
Has this trouble required that the vehicle be towed to be repaired?	No.
Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Engine Idling (rough, too low/high)	
Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.
Engine Power	
Engine power	Engine power is less than expected.

Customer Complaint Report

VIN	2C4RC1GGXJR1	Model Year	2018	Body	RUCT53	CHRYSLER PACIFICA L MITED PLATINUM WAGON	
Built Date	09/14/2017	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				Serial#	6238711072
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z2547U0239
Color	PXR	BLACK					

Report Number		System Key	387454014	Report Version	1	Open Date	12/12/2017
Close Date	12/12/2017	Narrative Date	12/13/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ		

About You

What is your average miles per gallon (MPG) with your vehicle?	19-20 mpg.
Ability to test drive	4.
When considering this vehicle	Interact with dealership by phone. Test drive the vehicle. Visit the dealership. Research online. Interact with dealership by email.
Please indicate your gender	Male.
Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.	wife
Primary vehicle in your household	2015. Primary Household Vehicle: Purchased Used. S60. Volvo.
Primary vehicle you were considering	2017. Sienna. Primary Considered Vehicle: New. Toyota.
Convenience of dealership location	3.
Which, if any, influenced your purchase decision? (check all that apply)	NHTSA or IHS safety ratings. Consumer Reports ratings. Vehicle test drive. On-Line blogs or forums. Features/Capabilities.
Vehicle fuel economy	3.
Please indicate your ethnicity	Prefer not to answer.
Trade-in allowance	1.
Dealership treatment	4.
Vehicle quality	4.
Which of the following best describes the area you live in?	Suburban.
Vehicle availability	3.
Price	4.
Please indicate the primary driver's age.	40 - 49.
Financing options	5.
Vehicle styling	3.
Vehicle performance	4.
What is your primary language?	English.
Did you purchase or lease your vehicle?	Purchase.

Vehicle Satisfaction Ratings

What is your attitude overall towards the BRAND of your new car?	2.
Transmission gear change performance (smoothness)	4.
How was your purchasing experience (the dealer/dealership)?	4.
Clarity of sound	4.
Comfort of the rear (2nd row) seats.	2.
Engine sound	4.
How do you feel about the VALUE of your new car? (i.e.	3.
Appearance of exterior paint	4.
Safety and visibility while driving	4.
Engine performance during acceleration	4.
Ease of using system displays while driving	2.
Fuel economy and driving range	3.
Engine exhaust sound	4.
Wheels, rims, and tires appearance and styling	3.
Support for popular music/video formats	4.
Rear view styling (rear fascia, bumper)	4.
Is there anything about your new vehicle you would like to see changed?	more comfortable headrests
What is your attitude overall towards your new car?	4.
Comfort of driver bottom seat cushion	4.
Overall audio, entertainment, and navigation system impression	4.
Interior noise level while driving	4.

Vehicle Satisfaction Ratings	
Ease of getting into and out of vehicle	5.
Feel of the seat material	5.
Overall rating of the driver seat	3.
Brake responsiveness/effort	4.
Front view styling (front fascia, hood, grille, headlight area)	4.
Ride quality	4.
How well the driver seat holds you in place while cornering.	4.
Integration with phones	5.
Comfort of driver headrest.	2.
Steering and handling (responsiveness, stability)	4.
How do you feel about the durability of your new vehicle?	4.
Interior comfort, design and appearance of interior (overall impression)	3.
Steering wheel adjustment	3.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Ease of folding rear seats to desired position.	4.
Ease of adjusting rear seats to desired position.	4.
Vehicle storage and space usage	5.
Head/leg/foot room	5.
Side/profile view styling (driver's side or passenger's side exterior area)	4.
Headlight illumination/performance during night-time driving	4.
Comfort of driver seat back	4.
Integration with media players	3.
Navigation system route accuracy	4.
Climate control operation (function and ease of use)	4.
Ease of adjusting driver seat to desired position.	4.
Exterior design and appearance (overall impression)	5.

Overview	
Printed User Guide covers the necessary features	4 (agree).
Did you review the Printed User Guide?	Yes.
The Smartphone Application format is easy to understand and use	2 (disagree).
The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Please rate your overall level of satisfaction with the Printed User Guide	4 (satisfied).
Please explain further about your choice to recommend your vehicle	Not until engine stop start recall executed.
Did you review the Vehicle User Guide via the radio touchscreen?	No.
The information in Mopar Companion was helpful	3 (neither agree nor disagree).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Please rate your overall level of satisfaction with the Smartphone Application	2 (dissatisfied).
Did you review the Owner's Information DVD?	No.
Printed User Guide format is easy to understand and use	4 (agree).
Information in the Printed User Guide is easy to find and access	4 (agree).
Would you recommend this vehicle to family or friends?	No.
Information in the Smartphone Application is easy to find and access	2 (disagree).
The Vehicle User Guide via the radio touchscreen was easy to find	3 (neither agree nor disagree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	3 (neither satisfied nor dissatisfied).
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	No, the issue is related to the design of the vehicle.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Engine runs, then dies/stalls	
Please describe conditions when this trouble occurs	see comment
What best describes the engine stalling trouble? (check all that apply)	Other engine stalling trouble (please describe). See previous comment
Engine trouble occurs (check all that apply)	Other (please describe). Only when stop and go, so far. Reports of stopping engine at highway speed are troubling, don't trust your engineering
Has this trouble required that the vehicle be towed to be repaired?	No.
What type of fuel do you most often put into your vehicle?	Regular gasoline.
How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.
Please indicate typical weather conditions when the trouble occurs (check all that apply)	All weather conditions/temperatures.

Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Engine.

Engine stop/start function works, but is difficult to understand/use	
	Difficult to use. I cannot set my preference to NEVER auto-stop start.

Engine stop/start function works, but is difficult to understand/use	
Please indicate which of the following best describes your concern (check all that apply)	
Additional Comments	Auto-stop start failed to restart when in stop and go pickup line for child at school. Terrible feature if you cannot disable by a setting rather than default to ON
Has this trouble required that the vehicle be towed to be repaired?	No.

Welcome	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle	0-999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	No.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	Second row seats not very comfortable.

Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Engine Stalling	
Engine Stalling	Engine runs, then dies/stalls.

Engine Starting (hard to start/will not start)	
Engine Starting (hard to start/will not start)	Engine stop/start function works, but is difficult to understand/use.

Customer Complaint Report

VIN	2C4RC1BG1HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON	
Built Date	03/02/2017	Market	U	US	Plant	R	W NDSOR ASSEMBLY PLANT
Engine	ERC	3.6L V6 24V VVT ENG NE UPG I W/ESS				Serial#	6034710505
Transmission	DFH	9-SPD 948TE AUTO TRANS				Serial#	Z0457H0380
Color	PTE	MOLTEN SILVER					

Report Number		System Key	388122575	Report Version	1	Open Date	12/05/2017
Close Date	12/19/2017	Narrative Date	12/19/2017	Category		Mileage	0

Dealer	41622	Phone	
Dealer City		State	
Dealer Zone	ZZ	ZIP	

Rear seat entertainment headphones are broken/not working

Please describe conditions when this trouble occurs	They broke when my daughter was trying to put them on.
Approximate mileage when trouble was first noticed was	0-999.
Please indicate which headphone function is broken/not working (check all that apply)	Other (please describe). The headset broke on the first day. Wires came out and it stopped playing any sound. We were able to rig it back together but it looks like crap, foam sticking out everywhere. On DAY ONE.

Overview

The information in the Vehicle User Guide via the radio touchscreen is easy to access.	3 (neither agree nor disagree).
The Vehicle User Guides format is easy to use/understand	3 (neither agree nor disagree).
What type of technology would you like to use when learning about your vehicle in the future?	a person to show me how things work
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Dissatisfied.
What could FCA do to make the information easier to access?	I get so sick and confused scrolling through all of the options and trying to figure them out, it is not worth it to me.
Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?	Yes.
Information in the Printed User Guide is easy to find and access	3 (neither agree nor disagree).
Were the trouble(s) repaired or explained?	Partially (please explain further, if applicable). They said it was fixed, but I wonder. They said it was fixed before they let us drive it away. They also said they would find us a new one, that didn't happen.
Printed User Guide format is easy to understand and use	3 (neither agree nor disagree).
Where did you take your vehicle to have your trouble checked out? (check all that apply)	Took to the dealer I purchased my vehicle from. The car broke down (engine light) less than an hour after it was driven off the lot. My husband and children had to wait for a specific (per the dealer) tow company to come get it. Unfortunately, they had blocked in several cars in the cracker barrel parking lot when it stopped running.
Did you review the Printed User Guide?	Yes.
Please provide feedback on how Chrysler can improve the Printed User Guide	I can't tell from the guide what options I should be able to access without paying for unconnect
The Vehicle User Guide via the radio touchscreen was easy to find	2 (disagree).
Would you recommend this vehicle to family or friends?	No.
How many visits did you make to the dealer?	2 visits.
Please rate your overall level of satisfaction with the Printed User Guide	3 (neither satisfied nor dissatisfied).
Did you review the Owner's Information DVD?	No.
Please explain further about your choice to recommend your vehicle	I like the way the pacifica drives more like a car than a van. I have owned a pacifica in 2008. I also owned a town and country van. I like the look of the pacifica, but the van, I am finding, had better features and I wish I had it back. I could do things by pushing actual buttons without looking at a giant screen and scrolling through a million options while my kids scream they can't hear a movie. I also hate the turn knob shifting. twice I have put the car in park accidentally while going down the hwy because I was trying to adjust the volume.
Which automotive publications do you subscribe to? (check all that apply)	None or other (if other, please describe).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Was the trouble resolved to your satisfaction?	Yes.
Please rate your overall level of satisfaction with the Vehicle User Guide via the radio touchscreen	1 (very dissatisfied).
Printed User Guide covers the necessary features	2 (disagree).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Did you review the Vehicle User Guide via the radio touchscreen?	Yes.

Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location

Please indicate which of the following best describes your concern (check all that apply)	Difficult to use. I hate it Difficult to understand. I hate it
Please indicate why the front screen is difficult to understand/use (check all that apply)	Other (please describe). not organized well. unsafe to use while driving

Shift between gears is rough/harsh under normal driving conditions

Has this trouble required that the vehicle be towed to be repaired?	No.
Approximate mileage when trouble was first noticed was	0-999.
To the best of your recollection, the trouble was first noticed	Within the 1st month after delivery.

Shift between gears is rough/harsh under normal driving conditions	
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Going up an incline. My car has the feature where it shuts off at a stop. More than once I have been at stop signs on a hill and rolled backwards before the engine can turn back on. I almost hit someone once and it is not pleasant to go zooming into an intersection once the car has decided to turn back on. I want to turn this feature off.
Please describe conditions when this trouble occurs	Normal acceleration.
How often does this trouble occur?	starting from a stop while on a hill
Going into which gear/gears does the trouble occur? (check all that apply)	Trouble occurs intermittently.
	Not sure.
Hands-Free Phone / Bluetooth system loses connection	
Lost connection problem happens when	Other: Please describe when this trouble occurs.
How often does this trouble occur?	Trouble occurs regularly.
Connection problem happens on	Bluetooth connection between cell phone and the radio.
Additional Comments	The bluetooth takes a very long time to sync after turning car on. Sometimes it does not sync at all. If my husband's phone is in the garage the van won't sync to my phone. I have to drive down the road, turn blue tooth off then on. Sometimes I have to do this at work, also. There are no other phones to sync to there.
Is there more than one phone paired to the vehicle?	Yes.
Were you in the middle of a call?	No.
Slips/will not engage gear properly/shifts erratically	
To the best of your recollection, the trouble was first noticed	1 to 3 months after delivery.
Has this trouble required that the vehicle be towed to be repaired?	No.
Please describe conditions when this trouble occurs	starting from a stop, taking my foot off to coast, then pressing the gas again.
How often does this trouble occur?	Trouble occurs intermittently.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply)	Hot condition: Vehicle has been driven more than 20 minutes under severe load and/or in temperatures greater than 90?.
Are you using your vehicle for towing when the problem occurs?	No.
Approximate mileage when trouble was first noticed was	1,000-1,999.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply)	Hard acceleration.
Going into which gear/gears does the trouble occur? (check all that apply)	Not sure.
Rear Seat Entertainment	
Rear Seat Entertainment	Rear seat entertainment headphones are broken/not working.
Entertainment/Navigation System/Connectivity	
Please tell us your cell phone model	iphone 7
Please choose your cell phone brand	Apple.
Please choose your cell phone carrier	Verizon Wireless.
Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location	
Please indicate which of the following best describes your concern (check all that apply)	Difficult to understand. I cannot figure out how to make a movie play on the front screen when car is in park. Is there even a way. My last Chrysler van did with the push of a button. I don't even know where to look now. I have googled and youtubed looking for a fix. nothing.
	Difficult to use. I hate the millions of options on the touch screen. It is not safe to use. I feel like I need to pull over to do or look for anything so I don't crash and kill my children.
Additional Comments	I hate that everything has to be controlled by the touch screen. I really loved having buttons on the wheel to change audio for movies/radio/etc.
Text messaging broken/not working	
Please describe conditions when this trouble occurs	I can't figure out how to even use this feature
Do you have the Uconnect Access free form speech option?	No.
Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	
Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting)	Slips/will not engage gear properly/shifts erratically.
	Shift between gears is rough/harsh under normal driving conditions.
What Can We Do Better?	
Feedback/Concerns	Put in the features of the town and country. make it drive like the pacifica
What has Chrysler done right?	the seat that push forwards w/o having to take the seats out.
Hard Controls/Menu	
Hard Controls/Menu	Hard controls/menus: Front Screen Display difficult to understand/use; in a poor location.
	Front seat audio/entertainment/navigation system difficult to understand/use; in a poor location.
Vehicle Issues/Things Gone Wrong	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity.
	Interior Climate Control.
	Transmission and Drivetrain.
	Features/Controls/Displays.
Contact Me	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Welcome	
Please tell us how many miles are currently on your vehicle	1,000-2,999.
Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?	Yes.
Are you the primary driver of this vehicle?	Yes.
Text Messaging	
Text Messaging	Text messaging broken/not working.
Hands-Free Phone / Bluetooth	
Hands-Free Phone / Bluetooth	Built-in Hands-Free Phone / Bluetooth system loses connection.

Customer Complaint Report

VIN	2C4RC1BG6HR3	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON
Built Date	09/27/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PBX	JAZZ BLUE PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	11/07/2016	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	67062	LARCHMONT CHRYSLER-JEEP-DODGE				Dealer Zone	32
Dealer Address	2533 BOSTON POST RD					Dealer Phone(s)	914 636-3030
City/State/ZIP	LARCHMONT, NY, 10538-3443					Dealer Fax	914 636-3062

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

Q2 Please rate your satisfaction with your PACIFICA TOURING L WAGON on a scale of 0 to 10.

Score: 04 (Detractor)

022 : Engine Runs, Then Dies/Stalls

181 : Brakes - Broken/Not Working

030 : Battery Failed

within the first 10 days I owned the car, the vehicle died in the middle of the road and the brakes locked up. as a result, he car couldn't be pushed out of the road. we called roadside service but they were not able to provide a flatbed. fortunately, a police flatbed was a available which allowed us to move the car to the dealer. i've never had an experience like his with a new car. the dealer provided a loaner and was able to fix he car within 2 days. they indicated that it was a bad battery.

Q3 Please rate your satisfaction with your experience at LARCHMONT CHRYSLER-JEEP-DODGE on a scale of 0 to 10.

Score: 09 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-11-07 00:00:00, CUSTOMER ID: [REDACTED] RO: [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1BG1HR5	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON
Built Date	04/19/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	11/01/2016	Mileage	0	Event	009	Second+ Warranty Event
Dealer	27004	SVG Chrysler Dodge Jeep RAM				Dealer Zone 42
Dealer Address	510 S. BARRON ST				Dealer Phone(s)	937 456-4105
City/State/ZIP	EATON, OH, 45320-2443				Dealer Fax	937 456-6293

- Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 05 (Detractor)
- Q2 Please rate your satisfaction with your PACIFICA TOURING L WAGON on a scale of 0 to 10.
Score: 02 (Detractor)
Too many problems. Vehicle shut down while doing 35mph and lost all power assist. Luckily there wasn't n accident.
- Q3 Please rate your satisfaction with your experience at SVG Chrysler Dodge Jeep RAM on a scale of 0 to 10.
Score: 10 (Promoter)
- Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)
- Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)
- Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-11-08 00:00:00, CUSTOMER ID: RO: CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1DG0HR	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON
Built Date	10/06/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PW2	TUSK WHITE				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	11/30/2016	Mileage	0	Event	001	Vehicle sale
Dealer	60581	LARRY H. MILLER CHRYSLER JEEP				Dealer Zone 70
Dealer Address	13165 N. AUTOSHOW AVE.			Dealer Phone(s)	623 537-5000	623 537-5060
City/State/ZIP	SURPRISE, AZ, 85388				Dealer Fax	623 537-5008

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your PACIFICA TOURING WAGON on a scale of 0 to 10.

Score: 04 (Detractor)

027 : Check Engine Light Indicated Problem

293 : Electrical or button or switches - additional mentions

On our way home from the dealership the check engine light came on. We returned the next day to have it looked at. The service dept couldn't find anything wrong and said it was probably just a fluke with the electronics. Later that evening the light came on again. The next day the same thing, plus it just died when I stopped. It is now back at the dealership and they have replaced a part and are keeping it overnight. I love the vehicle but am discouraged with all that's happened with it.

Q3 Please rate your satisfaction with your experience at LARRY H. MILLER CHRYSLER JEEP on a scale of 0 to 10.

Score: 10 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2016-11-30 00:00:00, CUSTOMER ID: CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1G88HR5	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON
Built Date	08/31/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	03/20/2017	Mileage	0	Event	009	Second+ Warranty Event
Dealer	60634	West Valley Chrysler Jeep			Dealer Zone	71
Dealer Address	21422 ROSCOE BOULEVARD			Dealer Phone(s)	818 348-7510	
City/State/ZIP	CANOGA PARK, CA, 91304-4142			Dealer Fax	000 000-0000	

Q2 Please rate your satisfaction with your PACIFICA LIMITED PLATINUM WAGON on a scale of 0 to 10.

Score: 02 (Detractor)

022 : Engine Runs, Then Dies/Stalls

377 : Safety/Legal

My Pacifica is both my first Chrysler vehicle and my first mini van. I'm extremely disappointed with the car and my experience for two reasons. The first is that car has required repairs. The first repair happened shortly after I purchased the car. The third row would not stow itself as it was supposed to do so and got stuck in a position where I was unable to seat a passenger. This happened about 2 weeks after I bought the car. I was told this "happens a lot" and to only story one side of the 3rd row at a time to avoid future malfunctions. What really upset me was that I had a scheduled appointment for a Saturday and upon my arrival I was told that they couldn't repair the vehicle because they don't schedule the required technicians on the weekend. I was told I should have scheduled it during the week and it was implied this was my fault! The customer service made it bad situation far worse! Thankfully, after I made enough complaints to the staff they were able to repair the car. This is worst deal service experience I've ever had in my life. The next repairs were due to a faulty sensor that caused the car to stall and unsafe to drive and a side gate the didn't have any lubricant! Again, I was bad enough that the car had these issues just a few months after I purchased the car, but I was led to believe it would take a couple of days to repair. It actually took almost a week. I was misled or misinformed. Regardless, this is not how a customer should be treated. I also wasn't offered another Pacifica as a loaner because they didn't have one available from the get go. I did get one about 5 days after waiting. To me the repairs that have been required so far are really unacceptable, but the second issue I've had to Chrysler thus far is the customer service. The man I dealt with at the West Valley Chrysler dealer was a very nice man, but I still felt he worked for a bad company. No one seems to care that I've had these bad experiences. You would think Chrysler would raise a red flag internally after my first bad experience and expedite my repairs the second time around. I can never recommend your company to anyone after these horrible experiences and I pray I don't have any more issues with my Pacifica. It's truly a shame because my family really likes the car, but I don't feel I can trust it the way

Q3 Please rate your satisfaction with your experience at West Valley Chrysler Jeep on a scale of 0 to 10.

Score: 01 (Detractor)

999 : No comment

Please read my previous note.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-04-10 21:42:44, CUSTOMER ID [REDACTED] RO: [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1GG3HF	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON
Built Date	05/03/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	04/18/2017	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	41650	NATIONAL DODGE INC				Dealer Zone	66
Dealer Address	2223 N MARINE BLVD					Dealer Phone(s)	910 347-3777
City/State/ZIP	JACKSONVILLE, NC, 28546					Dealer Fax	910 347-9222

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your PACIFICA LIMITED PLATINUM WAGON on a scale of 0 to 10.

Score: 07 (Neutral)

Well I would have rated it a 9, but my most recent service vice came after a fuel pump sensor failure at only 9,000 miles. Also, when the vehicle is put in park it moves a lot after you let go of the brake. Techs say its normal...but I have never had a vehicle do anything like that.

Q3 Please rate your satisfaction with your experience at NATIONAL DODGE INC on a scale of 0 to 10.

Score: 06 (Detractor)

992 : Safety/Legal

058 : General: negative

007 : Price/cost

042 : Experience: took too long

021 : No alternate transportation

first, my wife calls to tell them about the problem on a Thursday and they ask if she can bring it in Monday. I'm upset, this van is practically new and it stalled in the turn lane twice with my entire family inside (dangerous right) and they want her to drive it for 3 more days like that...hell no! Then when she drops it off they are nice and professional, however, the loaner we got smelled like cigarette smoke, and it was bad. So now all my kids and my wife who is allergic to that smoke have to sit in an ash tray for 4 days. The smell was left all over my car seats, diaper bag, groceries...it was nasty. Go to pick up car and they don't even offer to drive it up to me, they hand me keys and say its out there in the field of cars. So I walk around pushing the key FOB until I track down the sound of my horn and find my car. This might be too picky, but I have a almost brand new van I paid over \$40,000 for, and it has a problem in the first 9,000 miles. Upon the completion of my service you think maybe they would wash it, detail it, I don't know something...nope, it was dirtier than when I left it. Maybe my expectations are too high for a Chrysler dealership, I guess Mercedes might do something like that. That's as detailed as I can get.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-04-25 10:54:44, CUSTOMER ID:7 RO: CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	2C4RC1EG9HR	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON	
Built Date	11/04/2016	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Color	PW2	TUSK WHITE					
Engine	ERF	3.6L V6 24V VVT ENGINE					
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS					

Open Date	04/28/2017	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	45697	null				Dealer Zone	null
Dealer Address	null					Dealer Phone(s)	null
City/State/ZIP	null, null,					Dealer Fax	null

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your PACIFICA TOURING L PLUS WAGON on a scale of 0 to 10.

Score: 00 (Detractor)

066 : Heater Doesn't Achieve/Maintain Desired Temperature

065 : Air Conditioning Doesn't Achieve/Maintain Desired Temperature

It has 1500 miles, brand new, it wasnt throwing any codes or messages but the vehicle has issues for a 42,000 dollar 2017 just bought the computer should not be glitching. The van shut off on its own, the radio will be on and it switches to control screen, the automatic seat warmer comes on by itself at times, I took it in they did warranty updates which he said should fix the problems but nope I started to head home and as im driving it turned my ac/heat on full blast. Im very disappointed and have to take it back for 2nd time

Q3 Please rate your satisfaction with your experience at null on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

The problem still isnt fixed, computer glitches

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-04-29 23:39:01, CUSTOMER ID:7 [REDACTED] RC [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	2C4RC1GG1H	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON
Built Date	10/06/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	05/18/2017	Mileage	0	Event	009	Second+ Warranty Event
Dealer	23171	HUNTINGTON JEEP CHRYSLER DODGE			Dealer Zone	32
Dealer Address	1220 E JERICO TPKE			Dealer Phone(s)	516 673-1877	631 673-0270
City/State/ZIP	HUNTINGTON, NY, 11743-5437			Dealer Fax		

Q2 Please rate your satisfaction with your PACIFICA LIMITED PLATINUM WAGON on a scale of 0 to 10.

Score: 00 (Detractor)

022 : Engine Runs, Then Dies/Stalls

377 : Safety/Legal

I have a dangerous issue with my vehicle that is only 3 months new, and this is the 4th time my car transmission decelerated the car on a major highway and stalled. Services centers keep telling me the issue is fixed. I have a case open with Chrysler but it seems to be going nowhere. I need my car replaced.

Q3 Please rate your satisfaction with your experience at HUNTINGTON JEEP CHRYSLER DODGE on a scale of 0 to 10.

Score: 07 (Neutral)

994 : I'm satisfied

They are nice people, they just hrow their hands up when it comes to issues dealing with corporate

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-05-21 15:27:48, CUSTOMER ID: [REDACTED] FROM SAMPLE, LANGUAGE:00 CONTACT METHOD:ONLINE, SPEAKING TO NAME: [REDACTED]

Customer Complaint Report

VIN	2C4RC1BG5HR6[REDACTED]	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON
Built Date	01/31/2017	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PRV	VELVET RED PEARL COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	06/01/2017	Mileage	0	Event	001	Vehicle sale	
Dealer	45662	JOE MACHENS CHRYSLER DODGE JEE				Dealer Zone	51
Dealer Address	1310 VANDIVER DR.			Dealer Phone(s)	573 443-0481	573 474-9500	
City/State/ZIP	COLUMBIA, MO, 65202-1925				Dealer Fax	573 474-3005	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 02 (Detractor)

Q2 Please rate your satisfaction with your PACIFICA TOURING L WAGON on a scale of 0 to 10.

Score: 03 (Detractor)

022 : Engine Runs, Then Dies/Stalls

Vehicle stalls and stops and will not restart . unexpected . 6 times in 4000 miles. Unpredictable and unreliable Will not carry my grandchildren in vehicle.

Q3 Please rate your satisfaction with your experience at JOE MACHENS CHRYSLER DODGE JEE on a scale of 0 to 10.

Score: 03 (Detractor)

057 : Vehicle: condition

Vehicle is unpredictable and unreliable. Dealership service seems unable to solve issue. Can't get full usage or satisfaction expected from vehicle.

Q4 4. Other C/D/J dealership shopped in person or online. 99999

037 : Vehicle: options

008 : Did not have vehicle desired

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-06-29 21:01:34, CUSTOMER ID: [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1CG3HR	Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON
Built Date	04/22/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	07/13/2017	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	66692	FISHER CHRYSLER DODGE JEEP INC				Dealer Zone	71
Dealer Address	349 EAST 32ND STREET					Dealer Phone(s)	928 344-2650
City/State/ZIP	YUMA, AZ, 85364-8299					Dealer Fax	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 01 (Detractor)

Q2 Please rate your satisfaction with your PACIFICA LX WAGON on a scale of 0 to 10.

Score: 02 (Detractor)

My vehicle shut off while driving...twice. Initially our dealership told us they could find nothing wrong and we were instructed to continue driving until it happened again. Once we explained that this was unacceptable, the service manager was dedicated to finding and resolving the issue. That being said, Chrysler was EXTREMELY difficult to work with at the corporate level. It took a full week of calling and emailing daily to get any contact from them. Additionally, they are doing nothing to warn customers about this problem, despite the growing number of affected customers. I attempted to find more drivers experiencing this problem on Chrysler's Facebook page, but my comments were deleted and I was blocked. I won't be surprised if this problem is the next big nationwide recall. Hopefully no one dies before Chrysler decides to do something about it.

Q3 Please rate your satisfaction with your experience at FISHER CHRYSLER DODGE JEEP INC on a scale of 0 to 10.

Score: 10 (Promoter)

My oil change was quick (and free!), Paul was professional and courteous, and I love a free car wash!

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-08-14 00:00:01, CUSTOMER ID: RO CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1EG3HR	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON
Built Date	04/21/2017	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	09/11/2017	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	60313	CRYSTAL CHRYSLER, JEEP, DODGE				Dealer Zone	71
Dealer Address	36-444 AUTO PARK DRIVE					Dealer Phone(s)	760 324-4557
City/State/ZIP	CATHEDRAL CITY, CA, 92234-6500					Dealer Fax	760 321-7702

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your PACIFICA TOURING L PLUS WAGON on a scale of 0 to 10.

Score: 10 (Promoter)

The Pacifica got me to like minivans. It drives like a sedan, and the technology is top notch. Great vehicle. The only minivan I would drive, was originally looking at the Tahoe or suburban and we bought the Pacifica instead.

Q3 Please rate your satisfaction with your experience at CRYSTAL CHRYSLER, JEEP, DODGE on a scale of 0 to 10.

Score: 03 (Detractor)

First, I understand we had issues with our battery (which had shown no issues) Saturday during Labor Day weekend. Had to use Chrysler Roadsode assistance twice second time they towed us to the dealership, first got the car jumped and the car proceeded to die and turn off while driving. When waiting for the tow truck I called the dealership as we were away from our home town on a vacation. We were about to be without a car for the weekend with two kids in car seats. I was told that they would take a look at the car upon its arrival as long as we got there before 3:30 (service closed at 4 until Tuesday after Labor Day). We arrived at the dealership car still running on the tow truck by 3. There was two mechanics and two service advisors there not working on any vehicles. They simply said we won't look at it until Tuesday. Not only did they not want to look at the car no one was willing to help with a loaner. Was simply told that individual doesn't work on the weekend. Again stressing we are on vacation and would appreciate a loaner as we have two young kids again was told no. I asked if a shuttle could bring my back to where we were staying was again said they aren't here on the weekend. This requires me to have to use a car service the remainder of the weekend for extra things we needed as we now were stuck extra days, this adds up for food delivery, extra diapers and other supplies. When Tuesday came around I was told the car would be looked at by noon. by late afternoon Tuesday they finally determined it was the accessory battery and were able to fix it. I truly feel if they would have looked at this vehicle on Saturday and determined that the accessory battery had failed we would have been able to fix the problem and have the car back before they closed at four. This was not a pleasant experience with this dealership as we felt helpless and at the mercy of them. We have had battery issues in other cars before and other work done in the past. Every time we were given a comparable loaner most of the time by the sales advisor. We have been even given a loaner from Chrysler from the finance manager so they could finish detailing and cleaning the vehicle before we took it home.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-09-11 23:05:46, CUSTOMER ID: [REDACTED], RO: [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1BG4HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON
Built Date	03/14/2017	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	09/18/2017	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	61512	HERRNSTEIN CHRYSLER INC				Dealer Zone	42
Dealer Address	133 MARIETTA ROAD					Dealer Phone(s)	740 773-2203
City/State/ZIP	CHILLICOTHE, OH, 45601-9433					Dealer Fax	740 773-6602

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

Q2 Please rate your satisfaction with your PACIFICA TOURING L WAGON on a scale of 0 to 10.

Score: 05 (Detractor)

It is in for service right now. I have owned it just over a month. Stalls randomly and the start/stop feature keeps malfunctioning to where it does not work. Have had the PRNDL lights go out twice, and have had an instance where the engine would not shut off when the ignition button was pushed.

Q3 Please rate your satisfaction with your experience at HERRNSTEIN CHRYSLER INC on a scale of 0 to 10.

Score: 06 (Detractor)

Took my vehicle in yesterday morning at 8:00 a.m. It is now 3:30 p.m. the following day. I have not heard from service since I dropped off the vehicle.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-09-19 14:45:56, CUSTOMER ID:73 RO CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	2C4RC1DG8HR	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON
Built Date	04/05/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	09/25/2017	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	60542	GWINNETT CHRYSLER DODGE JEEP R				Dealer Zone	66
Dealer Address	5054 HIGHWAY 78			Dealer Phone(s)	770 972-7767	678 344-2831	
City/State/ZIP	STONE MOUNTAIN, GA, 30087-3409				Dealer Fax	770 736-7302	

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 06 (Detractor)

Q2 Please rate your satisfaction with your PACIFICA TOURING WAGON on a scale of 0 to 10.

Score: 06 (Detractor)

The engine cut off while my wife was making a left turn a few months back. After almost 3 weeks at the dealer they could not tell us what the issue was or whether or not it could happen again. This is incredibly disturbing since we leased this vehicle to transport our twin daughters born in January.

Q3 Please rate your satisfaction with your experience at GWINNETT CHRYSLER DODGE JEEP R on a scale of 0 to 10.

Score: 10 (Promoter)

Dakota was very helpful from my first contact. The dealer where I leased my Pacifica could not schedule me in for almost 3 weeks. When I called Gwinnett Chrysler I was told I could bring it in the next morning. I was waiting on the vehicle and Dakota set my expectations that there was one vehicle ahead of mine for the service needed. He also made sure I was updated when I walked out to check on how things were going. It only took about an hour and a half and he completed additional recalls since they had the vehicle. This was a great experience after needing to go to the dealer because the update for the touchscreen media center froze up the media center and would not boot up past the start screen. Chrysler should do a better job of testing their releases and notify customers that may be affected when a bug is discovered. When I spoke with the customer care team, they let me know this was an issue with this release and Pacificas.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-09-25 21:40:17, CUSTOMER ID [REDACTED] RO [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1EG4HR	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON
Built Date	06/10/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	09/26/2017	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	52488	BUTTON MOTORS INC				Dealer Zone	42
Dealer Address	1400 E BOULEVARD					Dealer Phone(s)	765 457-1189
City/State/ZIP	KOKOMO, IN, 46902-2455					Dealer Fax	765 868-4014

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your PACIFICA TOURING L PLUS WAGON on a scale of 0 to 10.

Score: 03 (Detractor)

April 2017 our van lost power while on vacation in Florida and it took two weeks for dealer to diagnose problem and another two weeks before we got our van back. Same problem occurred this past weekend. At this very moment our van is still at the local dealership with no idea if they have found the problem or not.

Q3 Please rate your satisfaction with your experience at BUTTON MOTORS INC on a scale of 0 to 10.

Score: 05 (Detractor)

The only communication I have received is a text telling me the diagnosis was going as planned, whatever that means.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-09-29 19:00:48, CUSTOMER ID: RO: CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1CG2HR	Model Year	2017	Body	RUCL53	CHRYSLER PACIFICA LX WAGON
Built Date	11/03/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	10/09/2017	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	08564	NORMANDIN CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	900 CAPITOL EXPRESSWAY AUTO MA					Dealer Phone(s)	408 266-9500
City/State/ZIP	SAN JOSE, CA, 95136-1198					Dealer Fax	408 266-1185

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

Q2 Please rate your satisfaction with your PACIFICA LX WAGON on a scale of 0 to 10.

Score: 07 (Neutral)

I have some issue's like engine stall some times transmission shift weird some times and door panels are loose

Q3 Please rate your satisfaction with your experience at NORMANDIN CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 07 (Neutral)

They tell me that my car will be ready at 11:30 am and i have call at 1:00 pm no answer at the service department then they call me back that my car is ready

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-10-09 22:11:17, CUSTOMER ID: [REDACTED] RO: [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1GG7HR	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON
Built Date	06/23/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	10/09/2017	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	44771	GRIFFIN'S HUB CHRYSLER JEEP DO				Dealer Zone	51
Dealer Address	5700 S 27TH ST					Dealer Phone(s)	414 325-3333
City/State/ZIP	MILWAUKEE, WI, 53221-4129					Dealer Fax	414 325-3336

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your PACIFICA LIMITED PLATINUM WAGON on a scale of 0 to 10.

Score: 04 (Detractor)

121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location

101 : Sun Visor/Mirror - Broken/Damaged

035 : Tire Pressure Monitor System - Broken/Not Working

510 :

037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working

913 :

will be trading in my 2017 (bought used)for a 2018. Mine has an issue that where the engine shuts down without warning. Took it back three times and issue has not been resolve. I no longer feel safe driving it. I'm hoping this is just an isolated issue with this vehicle.

Q3 Please rate your satisfaction with your experience at GRIFFIN'S HUB CHRYSLER JEEP DO on a scale of 0 to 10.

Score: 09 (Promoter)

121 :

100 :

101 :

hey kept trying and I'm sure they would have continued to try and resolve the issue but I no longer had the time or patience.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-10-10 07:14:10, CUSTOMER ID: [REDACTED] RO [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1EG5HR7	Model Year	2017	Body	RUCP53	CHRYSLER PACIFICA TOURING L PLUS WAGON
Built Date	05/08/2017	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PTE	MOLTEN SILVER				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	10/18/2017	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	60630	DESERT 215 SUPERSTORE			Dealer Zone	70
Dealer Address	8030 RAFAEL RIVERA WAY			Dealer Phone(s)	888 215-7111	702 963-8130
City/State/ZIP	LAS VEGAS, NV, 89113			Dealer Fax		

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 06 (Detractor)

Q2 Please rate your satisfaction with your PACIFICA TOURING L PLUS WAGON on a scale of 0 to 10.

Score: 07 (Neutral)

016 : Brakes Don't Have Enough Stopping Power

017 : I have had a driving experience problem that is not listed above

Memory settings always go back to factory settings, not the last setting that it was set as.....gps, stereo, ac

Q3 Please rate your satisfaction with your experience at DESERT 215 SUPERSTORE on a scale of 0 to 10.

Score: 10 (Promoter)

100 :

101 :

300 :

130 :

Service tech Stephania Gush, true professional. She handled my special case with clam and happy demure. Van died after basic first service, then had to get a rent a car.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-10-21 09:33:00, CUSTOMER ID: [REDACTED] RO [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	2C4RC1DG6HF	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON
Built Date	06/24/2017	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	10/17/2017	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	45469	PRESTIGE CHRYSLER JEEP DODGE L				Dealer Zone	71
Dealer Address	6520 CENTENNIAL CENTER BLVD					Dealer Phone(s)	702 939-8200
City/State/ZIP	LAS VEGAS, NV, 89149-4571					Dealer Fax	702 939-8255

- Q2 Please rate your satisfaction with your PACIFICA TOURING WAGON on a scale of 0 to 10.
Score: 00 (Detractor)
002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location
800 :
Have returned Pacifica to dealer 5 times since purchase in August 2017. Engine light comes on and car stalls.
- Q3 Please rate your satisfaction with your experience at PRESTIGE CHRYSLER JEEP DODGE L on a scale of 0 to 10.
Score: 02 (Detractor)
121 :
Because the problem has not been fixed after 5 tries.
- Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)
- Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)
- Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-10-17 19:16:19, CUSTOMER ID:7 RO:0 CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	2C4RC1BG2HR5[REDACTED]	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON
Built Date	06/27/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	10/18/2017	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	52672	SCHAEFER & BIERLEIN INC				Dealer Zone	42
Dealer Address	1015 WEISS ST					Dealer Phone(s)	989 652-9965
City/State/ZIP	FRANKENMUTH, MI, 48734					Dealer Fax	989 652-2001

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

Q2 Please rate your satisfaction with your PACIFICA TOURING L WAGON on a scale of 0 to 10.

Score: 03 (Detractor)

002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location

037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working

029 : Exhaust System Problem

911 :

in the last year vehicle has stalled 6 times. very dangerous. afraid to drive. was in 5 lanes traffic and it stalled out. service electronic stability lite came on. also it lunges at times.

Q3 Please rate your satisfaction with your experience at SCHAEFER & BIERLEIN INC on a scale of 0 to 10.

Score: 07 (Neutral)

121 :

vehicle had to go back. problem got worst.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-10-19 07:54:28, CUSTOMER ID: [REDACTED] RO: [REDACTED], CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report**HR65385509**

VIN	2C4RC1GG9HR6	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON
Built Date	12/02/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	11/10/2017	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	26783	ZEIGLER CHRYSLER DODGE JEEP, L				Dealer Zone	51
Dealer Address	208 W GOLF RD					Dealer Phone(s)	847 882-8400
City/State/ZIP	SCHAUMBURG, IL, 60195-3606					Dealer Fax	847 882-8475

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your PACIFICA LIMITED PLATINUM WAGON on a scale of 0 to 10.
Score: 07 (Neutral)
210 : Fuel tank - Broken/Not Working
002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location
Scary that the engine dies for no apparent reason while driving and Chrysler can't figure out why.

Q3 Please rate your satisfaction with your experience at ZEIGLER CHRYSLER DODGE JEEP, L on a scale of 0 to 10.
Score: 08 (Neutral)
121 :
130 :
Service dept is very good and tried hard to figure out why my engine dies while driving

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-11-13 10:50:15, CUSTOMER ID:7 FROM: CONTACT METHOD:ONLINE, SPEAKING TO NAME
FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	2C4RC1BG6HR53	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON
Built Date	06/23/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	11/09/2017	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	45372	CITRUS CHRYSLER JEEP DODGE				Dealer Zone	66
Dealer Address	12020 US HIGHWAY 301					Dealer Phone(s)	352 521-0055
City/State/ZIP	DADE CITY, FL, 33525-6023					Dealer Fax	352 567-7448

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 05 (Detractor)

Q2 Please rate your satisfaction with your PACIFICA TOURING L WAGON on a scale of 0 to 10.

Score: 07 (Neutral)

002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location

025 : Excessive Oil Consumption

800 :

Problems with the key fob and with engine stalling.

Q3 Please rate your satisfaction with your experience at CITRUS CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 00 (Detractor)

200 :

101 :

130 :

I felt like the service writer wasn't listening to me. The problem I brought it in for was not addressed and the engine has stalled since I brought it here. They installed a software update which the service writer admitted would probably not solve the problem. It didn't.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-11-13 09:08:58, CUSTOMER ID: RO: CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	2C4RC1BG9HR	Model Year	2017	Body	RUCH53	CHRYSLER PACIFICA TOURING L WAGON
Built Date	08/05/2017	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERC	3.6L V6 24V VVT ENGINE UPG I W/ESS				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	12/01/2017	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	26141	LEN STOLER DODGE CHRYSLER JEEP				Dealer Zone	35
Dealer Address	1001 BALTIMORE BLVD					Dealer Phone(s)	410 876-8800
City/State/ZIP	WESTMINSTER, MD, 21157-7023					Dealer Fax	410 876-4734

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your PACIFICA TOURING L WAGON on a scale of 0 to 10.

Score: 06 (Detractor)

121 : Headrest Adjustment- Controls Difficult to Understand/Use or in a Poor Location

210 : Fuel tank - Broken/Not Working

200 : Suspension - Broken/Not Working

007 : Brakes Vibrate/Shudder

800 :

021 : Engine Stumbles

The van has less than 1000 miles, yet is already making noises in the dash, has stalled two times, didnt unlock once, did not work in Drive once, and he sliding automatic doors have not worked several times already. My confidence is not very high in the longevity of his van. We have always bought Toyota and Honda. This time we didnt, and we are wondering if we made a wrong decision, with our van having so many issues with so few miles.

Q3 Please rate your satisfaction with your experience at LEN STOLER DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 06 (Detractor)

121 :

301 :

500 :

Only one issue was fixed. In addition, my van was covered with mud when I picked it up. I dont know where the test drive was taken, but there was mud everywhere. I had to take the van to the car wash immediately, which cost money.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-12-01 18:28:03, CUSTOMER ID: RO CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1DGXH	Model Year	2017	Body	RUCM53	CHRYSLER PACIFICA TOURING WAGON
Built Date	04/21/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PRV	VELVET RED PEARL COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	11/22/2017	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	45358	STEVENS CREEK CHRYSLER JEEP DO				Dealer Zone	71
Dealer Address	4100 STEVENS CREEK BLVD					Dealer Phone(s)	408 248-1800
City/State/ZIP	SAN JOSE, CA, 95129-1335					Dealer Fax	408 260-7901

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?

Score: 03 (Detractor)

Q2 Please rate your satisfaction with your PACIFICA TOURING WAGON on a scale of 0 to 10.

Score: 03 (Detractor)

210 : Fuel tank - Broken/Not Working

002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location

037 : Sunroof/Moonroof/Glass Roof - Broken/Not Working

120 : Headrest Adjustment - Broken/Not Working

Way too many recalls for such a brand new van. My van even stalled on the freeway after only 6 months of purchase. Something is not right with the engineering.

Q3 Please rate your satisfaction with your experience at STEVENS CREEK CHRYSLER JEEP DO on a scale of 0 to 10.

Score: 03 (Detractor)

121 :

110 :

300 :

301 :

800 :

130 :

120 :

Service check in took 30 minutes, too long even with appointment! Service technician broke my car seat cover while fixing the seat belt recall in my van and up until today no update from service advisor for the replacement part. Service center seems to be always behind schedule and lack of staff in the workshop.

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-11-28 13:16:37, CUSTOMER ID: [REDACTED] RO: [REDACTED] CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00

Customer Complaint Report

VIN	2C4RC1GG2HR5	Model Year	2017	Body	RUCT53	CHRYSLER PACIFICA LIMITED PLATINUM WAGON
Built Date	05/02/2016	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ERF	3.6L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD AUTO TRANS				

Open Date	12/04/2017	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	43531	POWER CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	16406 N 26TH AVENUE					Dealer Phone(s)	602 896-2000
City/State/ZIP	PHOENIX, AZ, 85023					Dealer Fax	602 896-2095

Q2 Please rate your satisfaction with your PACIFICA LIMITED PLATINUM WAGON on a scale of 0 to 10.

Score: 00 (Detractor)

310 : Rear Cargo/Luggage Cover - Difficult To Use

002 : Built-in Rear-Seat Video System - Difficult to Understand/Use or in a Poor Location

036 : Tire Pressure Monitor System - Indicators Difficult to Understand/Use or in a Poor Location

transmission had to be replaced with 17,000 miles. Barely made it off freeway. Had to be towed to dealer. One minute away from stalling on freeway with 100 of cars per minute

Q3 Please rate your satisfaction with your experience at POWER CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 08 (Neutral)

200 :

301 :

It was thanksgiving so they were busy. So it took longer to get to van than expected, but once they got to it, the service was quite good

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-12-04 18:57:53, CUSTOMER ID: , RO:0 CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint Report

VIN	2C4RC1FG8JR1	Model Year	2018	Body	RUCR53	CHRYSLER PACIFICA TOURING PLUS WAGON
Built Date	09/13/2017	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PRV	DK. GARNET RED PEARL COAT				
Engine	ERC	3.6L V6 VVT ENGINE UPGRADE I				
Transmission	DFH	9-SPD EP2 MD FWD/AWD AUTO TRANS				

Open Date	12/07/2017	Mileage	0	Event	001	Vehicle sale	
Dealer	23387	SZOTT M-59 CHRYSLER JEEP				Dealer Zone	42
Dealer Address	6700 HIGHLAND RD - F101984					Dealer Phone(s)	248 889-8989
City/State/ZIP	WHITE LAKE, MI, 48383					Dealer Fax	248 889-8998

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your PACIFICA TOURING PLUS WAGON on a scale of 0 to 10.
Score: 10 (Promoter)
021 : Engine Stumbles
Automatic Slide doors and Engine shut off when the vehicle stopped to 0

Q3 Please rate your satisfaction with your experience at SZOTT M-59 CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2017-12-18 10:15:50, CUSTOMER ID CONTACT METHOD: ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE: 00