

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



[REDACTED]'s Post



and it usually clears itself. I have a 2019 passed inspection 2 weeks ago in Portland, [REDACTED]

19w Like Reply

[REDACTED]
[REDACTED]
anyone following along...They replaced the coolant level sensor (p/8322808AA) and the light has went off! 🙌🙌 The wording on my OBD2 scanner says "scan for codes, and P2BEO-00 hybrid battery coolant level sensor circuit open. Checked wiring to connector, found good. Checked for open circuit, none found. Failed internal to coolant level sensor. Replaced sensor, verified fix."

Like Reply

1

[REDACTED]
[REDACTED] here is the part and p/n above.

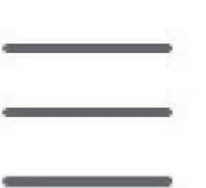
19w Like Reply

[REDACTED]
[REDACTED] thanks!

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Write a comment...





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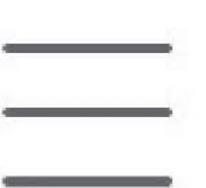
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Write a comment...





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We are in touch with the engineers regarding the diagnostics but no parts are ordered for the repairs since we are waiting on the engineers to tell us what to do since it is a new vehicle and not a lot of miles on the vehicle.

Are you going to rent a vehicle while we are waiting on further information?



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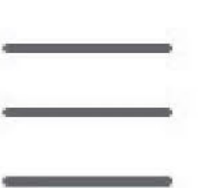
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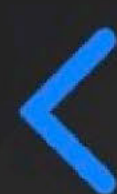
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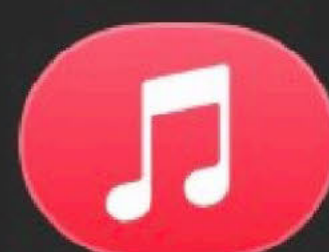
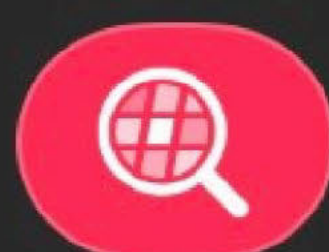
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Text Message





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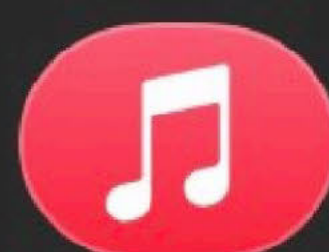
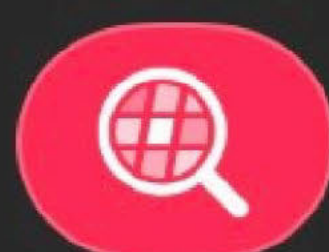
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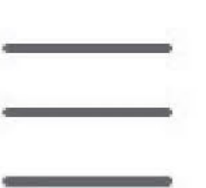
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[REDACTED] thanks!

19w Like Reply



Write a comment...





CAPITAL.

K

, NJ

N

Statement Date	
Account Status as of Statement Date	Current
Last Payment Made	12/8/2020
Monthly Payment	\$1,164.70
Past Due	\$0.00
Unpaid Fees and Charges	\$0.00
TOTAL AMOUNT DUE	\$1,164.70
	by 2/4/2021

Principal Balance	\$2,745.18
Estimated Payoff*	\$2,747.03
	by 12/15/2020

*Balance includes principal, accrued interest, and unpaid fees and charges as of the statement date

ACCOUNT ALERTS &

No valid work phone number, please update online.

NCE LAST STATEMENT

Date	Description	Total	Principal	Interest	Late Fees	Other Fees
12/08/20	Payment Made	(\$37,000.0	(\$36,931.1	(\$68.88)	\$0.00	\$0.00

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Questions? Go to [MyAccount.ChryslerCapital.com](https://myaccount.chryslercapital.com) or call 855.563.5635.

FREE PAYMENT OPTIONS

- Pay using Auto Pay when you sign up by calling to request the Auto Pay authorization form or by visiting MyAccountCapital.com
 - Pay online using a checking/savings account at MyAccountCapital.com
 - Pay by phone using a checking/savings account on our automated system at
 - Pay by mail: Capital
- Please include your account number on your check or money order and allow 5-7 days for delivery.
Alternative payment options - see reverse

SPECIAL OFFERS & MESSAGES

PAYMENT COUPON

To receive proper credit, please detach and return with your payment, indicating the amount paid.

K
NJ

To update your address and/or telephone information, please check the box and fill out the reverse side.

CAPITAL
PO
TX

Total Amount Due \$1,164.70

Due Date 2/4/2021

Total Amount Enclosed \$

Paying Your Account Ahead - See reverse side

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[Redacted] ▶ Chrysler Pacifica
Plug-In Hybrid 2017 and beyond

Nov 22, 2017 ·

Folks my month old 2017 hybrid ran into its first issue yesterday. Tried starting the car and the first and last battery lights started blinking and got several messages on the dashboard. Last one being "Service charging system". I was not even charging the car at that point. Engine light was on, took it to the [Redacted] dealership. They got codes U11C500 (BPCM lost communication with onboard charging module) and P1A0F00 (BPCM Hybrid accessory wake up circuit high). Last few weeks I have been noticing getting less than 20 miles of electric driving fully charged with climate off. Its not even that cold in the bay area. Has anyone else seen this ?. I got an appointment for 12/5 which is almost 2 weeks away :(

Like

Comment

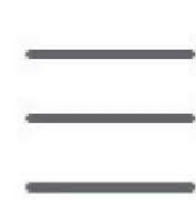
1



[Redacted] Any Chrysler dealership can do warranty work, it doesn't have to be the place you bought it. I bet you



Write a comment...





[Redacted address line]



CHRYSLER
CAPITAL.

[Redacted] K [Redacted]

[Redacted]

[Redacted], NJ [Redacted]

[Redacted] N	
Statement Date	12/15/2020
Account Number	0 [Redacted]
[Redacted] Statement Date	Current
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Monthly Payment	\$1,164.70
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ACCOUNT ALERTS & [Redacted]

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FREE PAYMENT OPTIONS

- Pay using Auto Pay when you sign up by calling [Redacted] to request the Auto Pay authorization form or by visiting [MyAccount.ChryslerCapital.com](https://myaccount.chryslercapital.com)
 - Pay online using a checking/savings account at [MyAccount.ChryslerCapital.com](https://myaccount.chryslercapital.com)
 - Pay by phone using a checking/savings account on our automated system at [Redacted]
 - Pay by mail: Chrysler Capital
P.O. Box [Redacted]
[Redacted]
- Please in [Redacted] your account number on your check or money order and allow 5-7 days for delivery.
Alternative payment options - see reverse

SPECIAL OFFERS & MESSAGES

PAYMENT COUPON

↑ To receive proper credit, please detach and return with your payment, indicating the amount paid. ↑

CHRYSLER
CAPITAL.

[Redacted] K [Redacted]
[Redacted]
[Redacted], NJ [Redacted]

☐ To update your address and/or telephone information, please check the box and fill out the reverse side.

CHRYSLER CAPITAL
PO BOX [Redacted]
[Redacted], TX [Redacted]

Total Amount Due \$1,164.70
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Due Date 2/4/2021

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Paying Your Account Ahead - See reverse side

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[Redacted] 1





Tuesday 7:44 PM

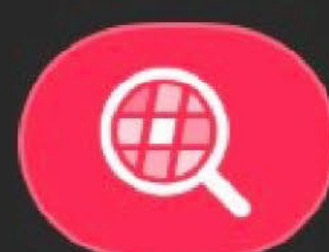
Good Evening, I wanted to inform that the part has arrived for the repairs needed on the vehicle. I hope to be able to get the part installed and the vehicle retested to make sure there is nothing else going on and back to you by the weekend. I am going to be in touch Thursday since I am not in the office tomorrow to inform you of the progress. Have a wonderful night

Today 6:55 PM

Good Afternoon, I wanted to inform that the wrong part for the vehicle has arrived and we have ordered another one. I will check the estimate arrival date tomorrow

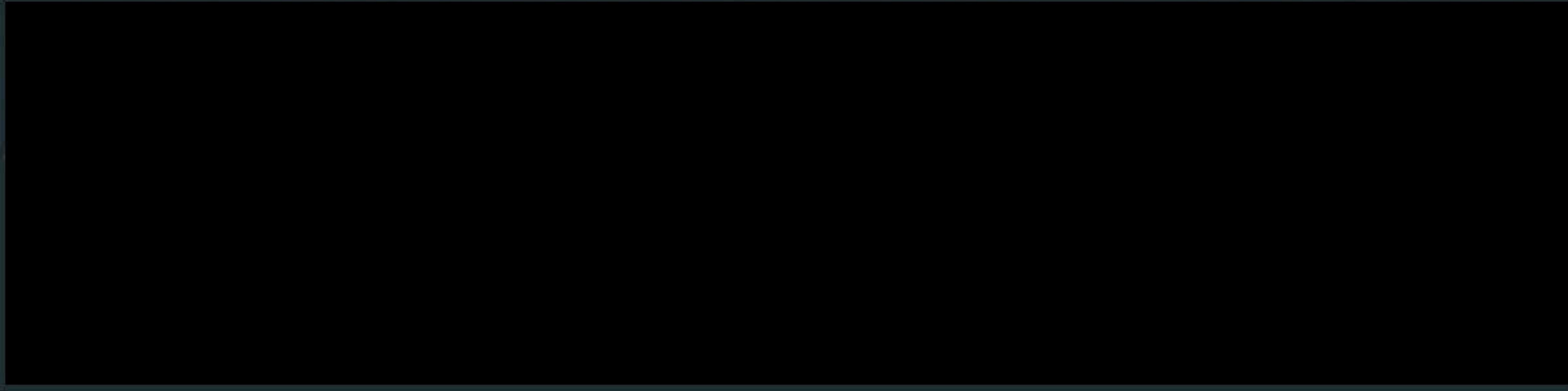


Text Message



AllMoparParts.com

THANK YOU FOR
YOUR ORDER FROM



Order Questions?



Once your package ships we will send an email with a link to track your order. Your order summary is below. Thank you again for your business.

Your order # [REDACTED]

Placed on February 1, 2021 3:40:43 PM EST

Item	SKU	Qty	Subtotal
Genuine Mopar Rubber Floor Mats Hybrid	82214516AE	1	\$226.20
Genuine Mopar Cargo Area [REDACTED]	82214519AD	1	\$102.08
Subtotal			\$328.28
Shipping & Handling			\$75.10
Grand Total			\$403.38

BILL TO:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[United States](#)

T: [REDACTED] 3

SHIP TO:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[United States](#)

[REDACTED]

SHIPPING METHOD:

FedEx® - Ground

PAYMENT METHOD:

PayPal Express Checkout

Customer Retention Analysis

VIN: [REDACTED]	Make/model/model year: 2020 Chrysler Pacifica Hybrid Limited
ISD: 11-20-2020	Current Mileage: [REDACTED]
Owner's last name: [REDACTED]	State: [REDACTED]
Dealer name/code: [REDACTED]	Business Center: [REDACTED]
Warranty coverage code:	MVP (Description):
MSRP: 49,330	
# of new vehicles: yes	
# of owners on vehicle: 1	
If purchased used, what was the date of purchase?	
CPOV? (Y/N)	
What was mileage at purchase? 5	
Customer-stated reason for buyback request: Customer states the vehicle stalled while driving on the highway message display service hybrid battery system.	
Process identifier:	
Days down: # 44	Repair attempts: 2
Last repair visit: 02/03/2021	
Is vehicle currently at dealer? (Y/N) n	
Is customer in rental? (Y/N) n	
If yes, for how long?	
Offers previously extended:	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
[REDACTED]	[REDACTED]	[REDACTED] 21	02/04/2021	10	496	[REDACTED]		Customer states the vehicle stalled while driving on the highway message display service hybrid battery system.	removed and replaced HV battery and HV cable from battery to pim module and re-removed and replaced HV battery and HV cable from battery to pim module and removed and replaced HV battery and HV cable from battery to pim module and re-removed and replaced HV battery and HV cable from battery to pim module and re-performed HV power down procedure and checked veh for loss of isolation.	
[REDACTED]	959780	12/10/2020	01/13/2021	34	412	412	W	Cust states that the vehicles dash reads hybrid electronic vehicle systems	Removed and replaced HV battery cable from battery to pim module	

										\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: [REDACTED] [REDACTED]

Title: [REDACTED]

Comments: Customer states vehicle stalls while driving and message says service hybrid battery system.



s Post



Update.

Saturday I got a service charging system warning on my [REDACTED] [REDACTED]. Engin[REDACTED] is on. Codes are [REDACTED] & [REDACTED]. Anyone else see this before?

Sounds like I'll be in for a long drive to the dealership. My local dealer won't service PACHY.

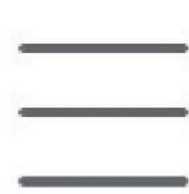
Today the van wouldn't start at all. Auto sliding Doors or tailgate wouldn't open. Conveniently I had a van full of kids and I was running late.

I called roadside assistance and they wanted to tow the van to the closest dealership ([REDACTED] Ontario) but they don't service hybrids. The next closest was Bar[REDACTED] Chrysler but they couldn't get the van in until Tuesday and didn't seem interested in helping me at all with a rental or loaner, very disappointing experience.

I'm currently waiting for a flatbed to take the van to [REDACTED] in [REDACTED] where they are more than happy to help. Since FCA only covers 35km I'll have to pay some of the tow out of pocket. Oh [REDACTED]

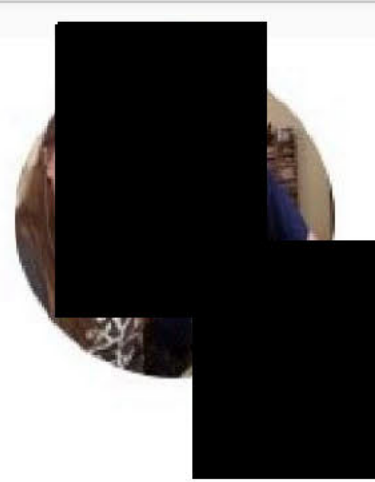


Write a comment...





[Redacted]'s Post



Hybrid 2017 and beyond

Jul 20 ·

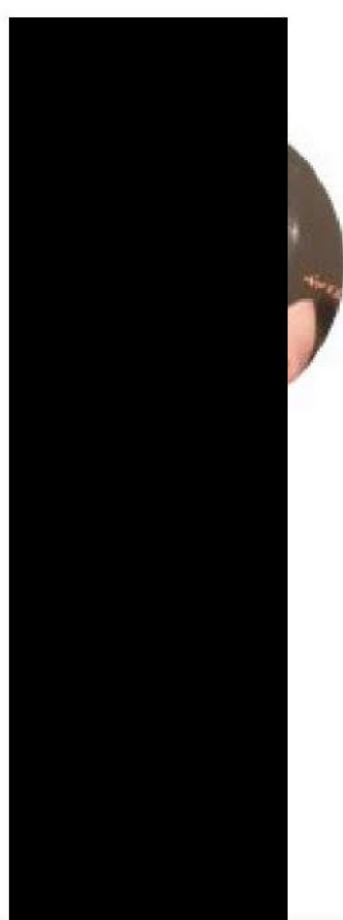
UPDATE: Replaced the coolant level sensor fixed the error.

🤬 UGH! Help me! Dropped my van off a 3rd time for "service hybrid electric vehicle system" error and the advisor said they just talked to [Redacted] corporate and was told that the error is part of the recall?! He said it won't be fixed until the second part of the recall is available! 😡 I told him no one else's van is giving the error with this recall and he told me "some vans are more affected than others." I asked him "then why would the battery post be ok?!" What can I say to make them keep looking? I already told them about the coolant.

Like

Comment

You and 3 others

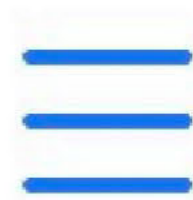


[Redacted]

Interesting. My van with the nonstop "service hybrid electric system" notices failed the recall.



Write a comment...





[REDACTED]'s Post



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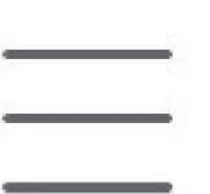
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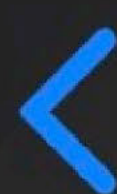
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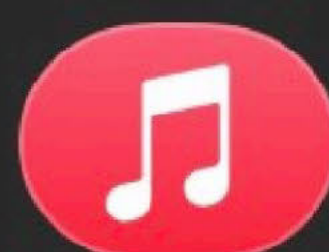
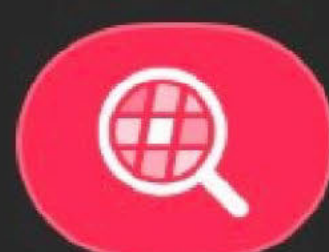
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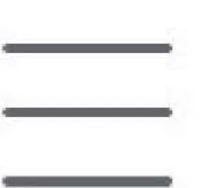
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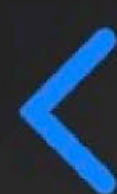
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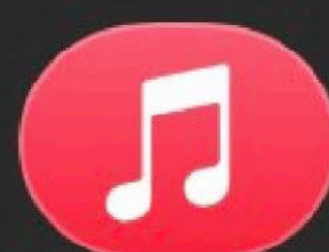
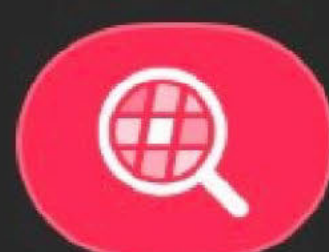
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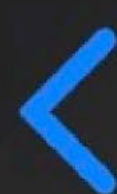
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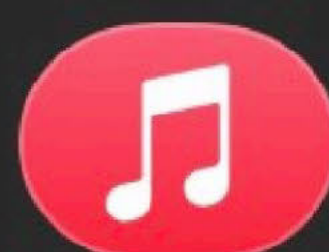
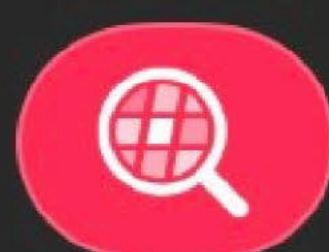
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Text Message



This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

77884283

VIN		Model Year	2020	Brand	
Body		V		IFICAHYBRID LIMITED	
Customer Provided VIN		Line of Business	CAC	Customer Assistance Center	
Batch Case Information					
Open Date	12/07/2020	CAIR Type	Regular	Status	Closed
Close Date	03/03/2021	Origin	Telephone	Reason	
Mileage	1,002 Miles	Market	U	Language	English
Contact Email		Contact Phone		Contact Mobile	
Caller Address				Source	FCA
Caller City		Caller Country		Caller Postal Code	
Customer					
Customer Address					
Dealer Zone	Northeast	Sales District		07001 1688	USA
				Service District	F
Subject	Loss of Isolation				
Synopsis	The customer accepts the offer goodwill gestures.				
Customer Anomaly	Emissions				
	System				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly	97	emission system issue
Reason Code	Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Create Date	Status
12/07/2020 07:17 PM	Open
12/07/2020 07:24 PM	Closed
12/08/2020 09:01 PM	Open
02/08/2021 03:54 PM	Closed
02/11/2021 07:54 PM	Open
03/03/2021 04:46 PM	Closed

Customer says the [REDACTED] stalled while driving on the highway message displays service hybrid battery system. Customer informed [REDACTED] would prefer buyback due to the [REDACTED] in the shop twice for the same code and feels unsafe to drive stalls on the [REDACTED] (parts replace so far battery, harness and waiting for acceleration pump tomorrow Jan. 26).

[illegible]

[illegible]

[REDACTED]

[illegible]

Age Group	Percentage (%)
18-24	~5%
25-34	~45%
35-44	~15%
45-54	~5%
55-64	~45%
65-74	~5%
75-84	~45%
85+	~5%
Other	~15%

[Redacted]		[Redacted]		5003Z1Aalloref]	
From	[Redacted]	To	[Redacted]	Sent Date/Time	12/10/2020 15:05 PM

[REDACTED]

Hi [REDACTED]

From	To	Sent Date/Time	12/14/2020 15:12 PM
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Hey [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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1. *Journal of Management Studies*, 1996, 33, 1, 1-14.

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■ ■ ■

10/10/2014

[illegible]

>>>> for you

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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Row	Bar Length (approx. % of total width)	Label (approximate text)
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2	100	...
3	100	...
4	100	...
5	100	...
6	100	...
7	100	...
8	100	...
9	100	...
10	100	...
11	100	...
12	100	...
13	100	...
14	100	...
15	100	...
16	100	...
17	100	...
18	100	...
19	100	...
20	100	...

[REDACTED]

[REDACTED]

[illegible][illegible]

[REDACTED]

[illegible]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Date	02/01/2021	Subject	Re: CHRYSLER Customer Care, Case: # [REDACTED]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	02/01/2021 20:43 PM

Date	02/01/2021	Subject	Re: [REDACTED] Customer Care, C [REDACTED] ef: 00 [REDACTED]
From	[REDACTED]	To	[REDACTED] Sent Date/Time 02/01/2021 21:06 PM

I have receive your email, thanks!

Message

From: alpeh onagat

Sent: 2/1/2021 8:43 PM

To:

Subject: Re: CHRYSLER Customer Care,

I am attaching the invoice for my order for flore and cargo mats . Please send the check. Total is \$403.38

On Thu, Jan 28, 2021 at 11:01 AM US Customer Care < > wrote:

>

>

> Thank you for contacting the CHRYSLER Customer Retention Team.

> We understand that you have made a significant investment in your vehicle, and we sincerely apologize for any concerns you may have experienced. Your purchase represents an outstanding value that will provide you many years of driving satisfaction.

> careful consideration, we are willing to offer two car payments (\$2, 329.40) of goodwill gesture for your inconvenience. Also once repairs are complete will provide with refund for floor mats.

> You are a valued member of our FCA family. We hope that this decision does not challenge your overall loyalty to the CHRYSLER Brand. Please do not hesitate to contact me directly if you need any further assistance. I can be reached in a direct reply to this email or by phone using the number below.

> Thank you again.

> Respectfully,

> CHRYSLER Customer Retention Specialist

>

>

>

>

>>

Date 02/01/2021

Subject Re: CHRYSLER Customer Care,

From

To

I have receive your email, thanks!

age _____

Sent: 2/1/2021 8:43 PM

To: _____

Subject: Re: CHRYSLER Customer Care, Ca _____

I am attaching the invoice for my order for flore and cargo mats. Please
send the check. Total is \$403.38

On Thu, Jan 28, 2021 at 11:01 AM US Customer Care <
_____ wrote:

>
>

> Thank you for contacting the CHRYSLER Customer Retention Team.

> We understand that you have made a significant investment in your vehicle,
> and we sincerely apologize for any concerns you may have experienced. Your
> purchase represents an outstanding value that will provide you many years
> of driving satisfaction.

> _____ careful consideration, we are willing to offer two car payments
> (\$2, 329.40) of goodwill gesture for your inconvenience. Also once
> repairs are complete will provide with refund for floor mats.

> You are a valued member of our FCA family. We hope that this decision does
> not challenge your overall loyalty to the CHRYSLER Brand. Please do not
> hesitate to contact me directly if you need any further assistance. I can
> be reached in a direct reply to this email or by phone using the number
> below.

> Thank you again.

> Respectfully,

> _____ Customer Retention Specialist

>
>
>
>
>

Date	02/05/2021	Subject	Re: CHRYSLER Customer Care _____
From	_____	To	_____ Sent Date/Time 02/05/2021 00:26 AM

Has the checks been sent? Also please call me when you get a chance on Friday.

On Mon, Feb 1, 2021 at 4:06 PM US Customer Care wrote:

> I have receive your email, thanks!

> Message

> From: [REDACTED]
> Sent: 2/1/2021 8:43 PM

> To: [REDACTED]

> I am attaching the invoice for my order for flore and cargo mats. Please
> send the check. Total is \$403.38

> On Thu, Jan 28, 2021 at 11:01 AM US Customer Care <
> [REDACTED] wrote:

>> Thank you for contacting the CHRYSLER Customer Retention Team.

>> We understand that you have made a significant investment in your
> vehicle,
>> and we sincerely apologize for any concerns you may have experienced.
> Your
>> purchase represents an outstanding value that will provide you many years
>> of driving satisfaction.

>> [REDACTED] careful consideration, we are willing to offer two car payments
>> (\$29.40) of goodwill gesture for your inconvenience. Also once
>> repairs are complete will provide with refund for floor mats.

>> You are a valued member of our FCA family. We hope that this decision
> does
>> not challenge your overall loyalty to the CHRYSLER Brand. Please do not
>> hesitate to contact me directly if you need any further assistance. I can
>> be reached in a direct reply to this email or by phone using the number
>> below.

>> Thank you again.

>> [REDACTED] Customer Retention Specialist

Date 03/01/2021

Subject Re: CHRYSLER Customer [REDACTED]

From [REDACTED] To [REDACTED] Sent Date/Time 03/01/2021 16:24 PM

Hello [REDACTED]

Thank you for speaking with me today in regards to the goodwill compensation of your [REDACTED] Limited. As discussed a new case will be opened with our Reacquired Vehicle Team and your new Case [REDACTED] will be reaching out to you in the next few business days.

Your new Case [REDACTED] will be discuss the process of your goodwill compensation \$4500, in more detail, however, if you'd like to start gathering the documentation listed below, this [REDACTED] progress your case more quickly. The following documentation will be needed for your goodwill compensation.

Goodwill Compensation:

- * A copy of driver's license (s) of all titled owners
- * A copy of the vehicle registration

I will keep an eye out for your new case to be opened. Once I see that your new Case [REDACTED] has made contact, I do have to close our case to allow you to continue working with them. However, please feel free to contact me directly anytime you have q[REDACTED]s or concerns, at [REDACTED]. Once I close the case I will no longer be able to see any email alerts that you send to me, so after the case closure you will have to call [REDACTED].

[REDACTED] you may receive a follow up phone call or email, with a brief survey, to share your experience with me.

It has been a pleasure working with you!

Regards,

[REDACTED]

Date	03/01/2021	Subject	Re: [REDACTED] LER Customer Care, Cas[REDACTED] ref: [REDACTED] qsDF_5003Z1Aallo:ref]
From	[REDACTED]	To	[REDACTED]
		Sent Date/Time	03/01/2021 16:24 PM

Hello [REDACTED]

Thank you for speaking with me today in regards to the goodwill compensation of your [REDACTED] Limited. As discussed a new case will be opened with our Reacquired Vehicle Team and your new Case [REDACTED] will be reaching out to you in the next few business days.

Your new Case [REDACTED] will be discuss the process of your goodwill compensation \$4500, in more detail, however, if you'd like to start gathering the documentation listed below, this [REDACTED] progress your case more quickly. The following documentation will be needed for your goodwill compensation.

Goodwill Compensation:

- * A copy of driver's license (s) of all titled owners
- * A copy of the vehicle registration

I will keep an eye out for your new case to be opened. Once I see that your new Case [REDACTED] has made contact, I do have to close our case to allow you to continue working with them. However, please feel free to contact me directly anytime you have q[REDACTED]s or concerns, at [REDACTED]. Once I close the case I will no longer be able to see any email alerts that you send to me, so after the case closure you will have to call [REDACTED].

[REDACTED] you may receive a follow up phone call or email, with a brief survey, to share your experience with me.

It has been a pleasure working with you!

Regards,

[REDACTED]

[REDACTED]

The remaining pages and data associated with this submission are voluminous or pose a high risk of Personal Identifiable Information (PII) exposure. As such, consumers can request the entire file upon request to the Office of Defects Investigation's Consumer Engagement Division at NHTSA.ODI.CED@dot.gov.