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

December 7, 2022

To Whom It May Concern:

Attached are two service invoices related to the replacement of the steering rack in my 2017 Chrysler Pacifica. As I have learned from a brief internet search, as well as comments from both an independent mechanic and a Chrysler Service Technician, this is not an isolated incident. I expect Chrysler to stand behind its products and reimburse me for the cost to address this potentially deadly safety defect.

Please contact me to discuss further at the following:



https://www.carcomplaints.com › Chrysler › Pacifica › 2017 › steering › steeri...

108 Complaints: 2017 Chrysler Pacifica Steering Proble...

My 2017 Chrysler Pacifica Touring Minivan has a steering issue. Within the last several months, when driving at a variety of speeds, the steering wheel - sticks- in turns. It has occurred...

https://www.carcomplaints.com › Chrysler › Pacifica › 2017 › steering

2017 Chrysler Pacifica Steering Problems | CarComplai...

2017 Chrysler Pacifica Steering Problems Click on a problem below to read more. Sudden Loss Of Steering 7 Steering Sticks After Right Turn 1 Stay Up to Date Get notified about new defects,...

Nhtsa: Steering 87 · Pacifica Recalls 8 · TSBs 301 · Defect Investigations 1

https://www.carproblemzoo.com › chrysler › pacifica › 2017 › 2017-chrysler-p...

Steering Related Problems of the 2017 Chrysler Pacifica

Recently reported Steering problems of the 2017 Chrysler Pacifica The Steering problem I was driving for about 10 minutes going 40mph when the car dinged, the accelerator stopped working and the steering wheel became stiff and almost

Customer Number [redacted]

[redacted]

INVOICE

Page 1 of 1

Cell: 319-331-3509

CHRYSLER DODGE Jeep RAM

Deery Brothers

Chrysler, Dodge, Jeep, Ram

651 Highway 1 W
Iowa City, IA 52246
(319) 887-9000 · FAX (319) 354-1895
www.deeryic.com

SERVICE ADVISOR: *378 TAYLOR KIBBEE*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Molten Sil	17	CHRYSLER PACIFICA	[redacted]		47654 / 47663	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29MAY17	01NOV16				145.00	CASH	24JUN22

R.O. OPENED	READY	OPTIONS:
09:16 24JUN22	13:27 24JUN22	[redacted] DLR:NONE ENG:ERF_3.6L_V6_24V_VVT_Engine TRN:DFH_9-Spd_948TE_FWD_Auto_Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	Multi-point inspection (according to maintenance interval)						
	MPI			Multi-point inspection (according to maintenance interval)			
			18	ISP			(N/C)

[redacted] MPI OK.#18 6-24-22

****

B CS STEERING WHEEL LOCKS UP WHEN VEHICLE IS REALLY HOT DIAG AND ADVISE DIAG3 UNABLE TO VERIFY. CLEANED UP STEERING RACK CONNECTIONS FOR MINOR CORROSION

18 CP 145.00 145.00

[redacted] OK NOW FAULT CODES OK. DID INSPECT ELECTRIC POWER STEERING RACK CONNECTIONS AND ITS GROUND G904C EYELET. I DID CLEAN THAT GROUND EYELET AS THERE WAS VERY MINOR CORROSION INSIDE OF IT. TEST DROVE, POWER STEERING ALWAYS WORKED OK. IF SYMPTOM RETURNS OR PERSISTS, MOST LIKELY IS A INTERMITTENT POWER STEERING RACK. NO TSB OR SOFTWARE APPLIED.#18 6-24-22

****

C Car Wash & Quick Vac with any Service purchase

WASH Car Wash & Quick Vac with any Service purchase

18 ISP (N/C)

[redacted] DONE

****

****

ESTIMATE: 145.95 24JUN22 09:16 SA: 378

CONTACT:

****

[redacted]

VIN #: [redacted]

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 145.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 145.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 8.70
PLEASE PAY THIS AMOUNT	**$ 153.70**

Repairs performed by (list mechanic's name): _____

Customer Copy

DealerCAR 2014 CDK Global, LLC (08/17) SERVICE INVOICE TYPE 2 - 2SI2C - "AS-IS" - IA - 9690058

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

Crystal Chrysler Jeep Dodge Center
36444 Auto Park Dr.
Cathedral City, CA 92234
(760) 324-4557
Fax (760) 424-0228
Direct Service Line (760) 324-4559

[redacted]

SERVICE ADVISOR: 1108 MICHAEL FLORES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	17	CHRYSLER PACIFICA	[redacted]		50184/50184	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAY17 DD			11:00 28NOV22		0.00	CASH	30NOV22

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:	DLR: [redacted]
08:32 18NOV22	17:05 30NOV22		

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A Steering/Suspension/Steering Wheel Concern [CUSTOMER STATES VEHICLE ,WANTS STO GO RIGHT , VEHICLE WAS CHECKED FOR TSB FOR RACK IN IOWA, NO TSB WAS FOUND.]			
19 Steering/Suspension/Steering Wheel Concern			
1015 C		1237.50	1237.50
[redacted] GEAR-RACK AND PINION	3050.00	3050.00	3050.00
[redacted] verified customers concern on the rack and pinion . when it was test driven it would move side to side over the speed of 40mph. . the part is a special order, removed and replaced rack n pinion performed alignment and test drove. After test drive was done, vehicle is working and driving as designed with no dtc present ..			
**********			
B** ALIGNMENT			
ALIGNMENT ALIGNMENT			
1015 C		99.95	99.95
**********			

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ESTIMATE: 165.00 18NOV22 08:32 SA: 1108
CONTACT:

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THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

IF YOU ARE HAPPY LET YOUR NEIGHBOR KNOW. IF YOU ARE UNHAPPY CALL YOUR SERVICE ADVISOR AT ONCE.

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

"By law, you may choose another licensed Smog check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL

X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	1337.45
PARTS AMOUNT	3050.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./HAZ. MAT. CHGS.	0.00
TOTAL CHARGES	4387.45
ADJUSTMENTS	0.00
SALES TAX	266.88
PLEASE PAY THIS AMOUNT	4654.33

CUSTOMER COPY