



November 20, 2017

Heidi King
Deputy Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
West Building, Fourth Floor
Washington, D.C. 20590

Petition for Defect Investigation

On behalf of Adam J. Cohen of Leesburg, Virginia, and the members and supporters of the Center for Auto Safety who either own a 2017 Chrysler Pacifica or share the road with one, this letter hereby petitions the National Highway Traffic Safety Administration (NHTSA) to commence an investigation into the 2017 Chrysler Pacifica stalling while in operation, in accordance with 49 U.S.C. 30162; 49 CFR 552.1. Additionally, due to the unreasonable risk to the public, NHTSA should determine that the 2017 Pacifica contains a "defect that relates to motor vehicle safety" and should issue a recall order pursuant to 49 U.S.C. Sections 30118(b), 30119, and 30120.

More than 50 individuals have reported to NHTSA that their 2017 Chrysler Pacifica has lost all motive power without warning.¹ This has left drivers unable to accelerate, decelerate, or utilize power steering. It is well established that stalling vehicles have resulted in serious injuries and deaths.² According to NHTSA Vehicle Owner Questionnaires (NHTSA Complaints), 2017 Pacificas have lost motive power at varying speeds, ranging from while the vehicle has been sitting idle,³ to traveling at 40 mph on

¹ See Attachment A, Compilation of all NHTSA vehicle owner questionnaire responses for the 2017 Chrysler Pacifica (current as of November 16, 2017).

² See, e.g., "Woman killed when stalled car hit by truck catches fire", NBC Los Angeles, April 9, 2017, at <https://www.nbclosangeles.com/news/local/405-Freeway-Rear-Ended-Woman-Killed-Crash-418761234.html> and "Woman killed after car stalled on highway," ABC Houston, April 15, 2017, at <http://abc13.com/news/woman-killed-after-car-stalled-on-highway/1876643/>.

³ See, e.g., NHTSA complaint no. 11006279 ("The minivan's engine and all electronics will shut off while in drive. We lose power steering and are prompted to shift to park and restart. It's happened 3 times so far[:] once driving 45 mph on a city street, once at a red light in drive on a larger highway and once in park in a parking garage.").

municipal roads,⁴ to 60 miles per hour while driving in a tunnel.⁵ Owners have reported losing power as many as five times within the vehicle's first 205 miles⁶ to not experiencing their first such failure until the vehicle had traveled several thousand miles.

All NHTSA complainants report that neither their local Chrysler service department nor any Fiat Chrysler Automobiles (FCA) engineers have been able to replicate this critical malfunction. A review of NHTSA complaints, along with anecdotal evidence derived from Petitioners' communications with other Pacifica owners, reveal that in all reported instances diagnostic examinations and data recorders installed on the affected vehicle have generated no error codes.

Notwithstanding FCA's inability to identify the cause of the Pacifica's loss of motive power, some local service technicians have attempted to resolve the defect. The remedies offered, however, have ranged widely. They have included, but have not necessarily been limited to, replacing the transmission control module or updating its software, replacing the voltage control module, replacing the fuel tank and fuel module, replacing the electrical power distribution box, or tightening a perceived loose battery connection.

Whether any of these solutions have, in fact, succeeded in remedying the loss of motive power is unknown, given that affected Pacifica owners have reported driving for as many as several thousand miles between incidents.⁷ Even if one of these solutions did

⁴ See, e.g., NHTSA complaint no. 11014899 ("I was driving the vehicle at a steady speed of 40 mph. The engine died, and the message console indicated the vehicle must be in park to start. The gearshift was still in drive. But the indicator light was showing it in D was now fast blinking. I put on my hazard lights and coasted as safely as I could out of traffic and to a side road."); NHTSA complaint no. 11012221 ("Car shut down while in drive, 5300 current miles. I was driving in heavy traffic in [New York City] and car shut down...").

⁵ See, e.g., NHTSA complaint no. 11003783 ("Vehicle randomly shut off at 60 mph on Route 70 with loss of steering while [driving] through a tunnel in the Rocky Mountains. Van had 7,500 miles on it..."). See also NHTSA complaint no. 11023539 ("I...had 309 miles on the car when I had this incident. I was driving approximately 65 mph in the left most lane when I suddenly lost all power to the engine, steering, and brakes and was unable to accelerate or brake normally. I used quite a bit of strength to maneuver the car to the right shoulder and nearly was rear ended by a semi truck in doing so as there was no shoulder on the [other side].").

⁶ See, e.g., NHTSA complaint no. 11010349 ("The van has less than 200 miles in it when it [started] stalling. It now has 205 miles, and it has stalled (engine stopped) 5 times already. This occurred when decelerating or when fully stopped with the gears still in drive. The engine will stop and a message on the dashboard to put the vehicle in park to start will appear. Restarting the engine is normal with no issues...").

⁷ See, e.g., [PacificaForums.com](http://www.pacificaforums.com), "[Chrysler Pacifica Minivan Issues And Problems > Vehicle Shut Off While Driving](http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving-12.html#post213778)", post no. 114, at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving-12.html#post213778> ("The first time of occurrence I believe the car had around 1000 mi on it, but I can't remember for sure, but it happened within the first few months of owning it, so at max it was 3-4K on it. The 2nd time it happened, the van had around 11K miles.").

remedy the issue, the array of proposed solutions makes clear that neither FCA nor any local Chrysler service technician has definitively concluded how to resolve this defect. Indeed, local service technicians and FCA corporate engineers examining Petitioner Cohen's Pacifica declined to introduce any of the above potential solutions.

Instead, in the majority of all known occasions, FCA corporate engineers and most local Chrysler technicians have advised affected Pacifica owners to continue driving their vehicle until it experiences this major safety defect again. This is reckless, irresponsible, and reflects a wanton disregard for the safety of individual Pacifica drivers, their passengers, and others with whom the Pacifica shares the road.

FCA corporate representatives have been aware of this defect since at least April 2017, and executive management is presently aware as well.

In addition to several NHTSA complaints noting owner engagement with FCA at the corporate level, on at least sixteen occasions between April 10, 2017 and August 1, 2017, two individuals self-identifying as a "Chrysler Social Care Specialist" invited individuals posting on PacificaForums.com to provide their Vehicle Identification Number (VIN) and contact information so that FCA may initiate a case to review that owner's reported loss of motive power.⁸ As part of Petitioner Cohen's own communications with FCA case managers in September 2017, Petitioner Cohen furnished various online reports of others who lost motive power, as well as a link to a video in which another Pacifica owner records the loss of motive power on his vehicle. This video had been previously posted to Twitter; #Chrysler was tagged in the video.⁹

After a supervisory case manager represented that she was previously unaware of this defect, on October 23, 2017 Petitioner Cohen wrote directly to publicly available email addresses for FCA's Chief Executive Officer, Chief Technical Compliance Officer, Head of Quality, and Head of Manufacturing.¹⁰ An FCA Executive Referral Manager confirmed this correspondence was received, and in a telephone conversation on October 27, 2017 informed Petitioner Cohen that "a lot of eyes are on this...as a result of [Petitioner's letter]." It is unclear the extent to which FCA is currently investigating this critical malfunction or whether any such internal examination preceded that letter.

FCA's failure to take meaningful action on this major safety defect despite these many reports stands in stark contrast to prior action FCA took after learning that the Plug-In

⁸ See Attachment B, Screen captures from PacificaForums.com displaying posts made by individuals self-identifying as a "Chrysler Social Care Specialist".

⁹ See <https://twitter.com/shpbay>; PacificaForums.com, "Chrysler Pacifica Minivan Issues And Problems > Vehicle Shut Off While Driving", post no. 403, at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving-41.html>.

¹⁰ See Attachment C, Letter to Sergio Marchionne, Chief Executive Officer, Fiat Chrysler Automobiles N.V. (note the letter was dated October 22, 2017, but not formally transmitted via email until October 23, 2017).

Hybrid Electric Vehicle (PHEV) version of the 2017 Chrysler Pacifica was also experiencing a loss of motive power — something FCA then acknowledged constituted a “defect, which relates to motor vehicle safety.”¹¹

In MOPAR Safety Recall T34/NHTSA 17V-371, FCA stated, with emphasis, “A loss of motive power could cause a crash without warning.”¹² Similarly, FCA issued a recall in July 2016 for certain model year 2013-2016 Fiat 500e vehicles, having detected there that the Power Inverter Module (PIM) may experience voltage spikes which can cause the propulsion system to slow down and lose motive power.¹³ There, too, FCA acknowledged that the “loss of motive power can increase the risk of a crash.”¹⁴

Petitioners recognize that in each of these cases FCA was able to positively identify steps it would take to address the defect, something FCA has claimed it cannot currently do as it does not know the defect’s source.¹⁵ However, an absence of a known solution does not render the loss of motive power in the Pacifica’s non-PHEV version any less likely to “cause a crash without warning,” nor does it any less constitute a “major safety defect” that warrants a similar recall to ensure traffic safety.

FCA has given no indication that a recall or formal warning of this major safety defect is imminent on their own accord. As the federal agency charged with keeping America’s roadways safe, this petition requests NHTSA take action where FCA appears it will not. Specifically, this petition requests NHTSA issue a recall order immediately.

Even where FCA is unable to identify the source of the defect, there is legal precedent for NHTSA to take the requested action.

In *U.S. v. General Motors Corp. (the Wheels case)*,¹⁶ the U.S. Court of Appeals for the District of Columbia Circuit held that “a vehicle or component ‘contains a defect’ if it is subject to a significant number of failures in normal operation...”¹⁷ The court went on to explain that “significant number of failures” meant a number of failures that is “non-*de minimus* [sic],”¹⁸ noting that “a determination of ‘defect’ does not require any predicate of a finding identifying engineering, metallurgical, or manufacturing failures.”¹⁹ Rather,

¹¹ See <https://static.nhtsa.gov/odi/rcl/2017/RCMN-17V371-7252.pdf>, at 4.

¹² *Id.*

¹³ S26/NHTSA 16V-303 Reprogram Power Inverter Module

¹⁴ See <https://static.nhtsa.gov/odi/rcl/2016/RCLRPT-16V303-9139.PDF>.

¹⁵ For example, for the PHEV version of the 2017 Chrysler Pacifica, FCA advised that dealers would “reprogram the Powertrain Control Module (PCM), Battery Pack Control Module (BPCM), On Board Charging Module (OBCM), and the PIM [(Power Inverter Module)] with the latest software,” and acknowledging that “[i]n a small number of vehicles, the PIM may need to be replaced, based on inspection.” *Id.*

¹⁶ 841 F.2d 400 (C.A.D.C.,1988).

¹⁷ *Id.* at 427.

¹⁸ *Id.* at 438 n. 84.

¹⁹ *Id.* at 432.

the court observed that “[a] determination of ‘defect’ may be based exclusively on the performance record of the vehicle or component.”²⁰

As noted above, already within the first year of Chrysler’s new Pacifica line²¹ approximately 50 drivers have reported to NHTSA that their vehicle has lost motive power, with owners also registering their concerns on various online forums.²² Many of these drivers have experienced this failure on multiple occasions; one, in particular, reported the loss of motive power as many as six times.²³ A series of cases litigated in the federal courts by NHTSA make clear the serious threat this defect presents.

For example, in *U.S. v. General Motors Corp. (hereinafter Carburetors)*,²⁴ Judge June Green observed that the failure of a fuel inlet plug, which was believed to cause the car to “stop running”, results in “several obvious and undeniable safety hazards.”²⁵ This includes a need for “[t]he driver...to either abandon his vehicle in the midst of oncoming traffic or, if he can, pull over to the side of the road. Both situations are dangerous.”

In *U.S. v. Ford Motor Co. (the Wipers case)*,²⁶ Judge John L. Smith, Jr. reached a similar conclusion, finding, “Even if drivers pull to the side of the road and bring their vehicles to a stop on the shoulder they are still exposed to the risk of being struck from behind by a moving vehicle. Some drivers, unable to proceed...[might even bring] their vehicles to a stop in the middle of lanes intended for moving traffic. Having brought their vehicles to a stop, drivers imperiled by the...failure [will need to exit] their vehicles in order to extricate themselves from the unsafe circumstances into which they have involuntarily been thrust. This too exposes them to the further risk of being struck by a moving vehicle.”

That to date there have been no fatalities or significant injuries reported as a result of the Pacifica’s loss of motive power is, in a word, miraculous. Of course, as Judge

²⁰ *Id.*

²¹ Chrysler has used the Pacifica nameplate for a variety of vehicles. It was first used on a luxury minivan concept vehicle in 1999, and then used on a mid-size crossover from 2004 through 2008. 2017 is the first model year for the current line of the Pacifica, which is reported to be a replacement for Chrysler’s Town & Country minivan.

²² Based on publicly available information, it is not possible to confirm how many of those individuals who reported the loss of motive power on various online forums also filed formal complaints with NHTSA. For example, as of the date of this petition, 42 individuals have reported this failure on [PacificaForums.com](http://www.pacificaforums.com). See <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving.html>. Others have posted on a Facebook group - <https://www.facebook.com/groups/1113057305433292/>.

²³ See, e.g., NHTSA complaint no. 11032016 (“On 6 different occasions my 2017 Chrysler Pacifica has shut down while driving.”). Many others have reported the loss of motive power to their vehicle on multiple occasions as well. Petitioner Cohen has lost motive power twice.

²⁴ 417 F. Supp. 933 (D.D.C. 1976).

²⁵ *Id.* at 938.

²⁶ 453 F. Supp. 1240 (D.D.C. 1978).

Green wrote in *Carburetors*, “It is not necessary that a collision or death has occurred or will occur as a result of the defect. The purpose of the [Safety] Act is to provide owners with an adequate margin of safety to protect against vehicle failures, which are in and of themselves an accident under the Act, and which result in an unreasonable risk of personal or property damage.”²⁷

It is reasonable to conclude that the 2017 Chrysler Pacifica’s loss of motive power — if left unaddressed — will result in a vehicular crash that could cause the grievous injury or death of a Pacifica driver, his or her passengers, and conceivably those with whom the Pacifica shares the road. Both NHTSA and FCA have previously characterized this vehicular failure as a major defect that relates to motor safety. Drivers of the 2017 Chrysler Pacifica’s traditional engine model should not be subject to this unreasonable risk. This defect warrants NHTSA’s formal investigation and an immediate recall by FCA.

Thank you for considering this petition.

Sincerely,



Adam J. Cohen
Leesburg, Virginia



Jason Levine
Executive Director
Center for Auto Safety

²⁷ 417 F. Supp. at 938.

Attachment A

Stall/Loss of Power Complaints, 2017 Chrysler Pacifica

#	NHTSA ID	MAKE	MODEL	MY	FAIL DATE	CITY	STATE	VIN	CPLT DATE	MILEAGE	NARRATIVE
1	10983009	CHRYSLER	PACIFICA	2017	20170501	CLARKSBURG	MD	2C4RC1GG5HR	20170502	8207	ITS NEW PACIFICA VAN WITH SAFETY PACKAGE. IT STOPPED SUDDENLY IN THE MIDDLE OF THE ROAD AS IF PARKING BREAK IS APPLIED, IT SHOWED A NUMBER OF WARNINGS INCLUDING PARKING BREAK MALFUNCTION, TRANSMISSION ISSUE, TRACTION CONTROL ISSUE. I PUT FLASHERS ON, TRIED TO STOP AND START THE VEHICLE , IT DID NOT NOT ALLOW ME TO CHANGE GEARS TO DRIVE. IT IS VERY DANGEROUS IF THE SAME ISSUE HAPPENS ON A HIGHWAY , THIS CAN CAUSE SERIOUS COLLISION, MORE DANGEROUS FOR A MINI VAN CARRYING FAMILY
2	10984974	CHRYSLER	PACIFICA	2017	20170411	PEMBROKE PINES	FL	2C4RC1DGXHR	20170511	7000	TL* THE CONTACT OWNS A 2017 CHRYSLER PACIFICA. WHILE ATTEMPTING TO ACCELERATE FROM A RED LIGHT, THE VEHICLE FAILED TO ACCELERATE AND THE ONBOARD COMPUTER DISPLAYED A TRANSMISSION CODE. THE VEHICLE WAS TAKEN TO A DEALER. THE MECHANIC STATED THAT THERE WAS NO TRANSMISSION CODE AND THAT THE FAILURE WAS DUE TO THE CONTACT FUELING THE VEHICLE WHILE THE ENGINE WAS RUNNING. WHILE THE CONTACT WAS TURNING LEFT AT AN INTERSECTION AT 10 MPH, THE VEHICLE FAILED TO ACCELERATE AGAIN AND STOPPED IN THE MIDDLE OF THE INTERSECTION. AFTER 5-6 SECONDS, THE VEHICLE JERKED FORWARD AND ACCELERATED AS THE CHECK ENGINE INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER AGAIN, BUT WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE OCCURRED FOUR TIMES. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 7,000.
3	10990761	CHRYSLER	PACIFICA	2017	20170520	YUMA	AZ	2C4RC1CG3HR	20170520	7000	I WAS TURNING INTO A PARKING LOT AND MY 2017 CHRYSLER PACIFICA SUDDENLY TURNED OFF. THE DISPLAY SAID SOMETHING ALONG THE LINE OF "CAR MUST BE IN PARK." I HAD TO PUT MY CAR BACK IN PARK AND RESTART THE ENGINE. I WAS ALMOST REAR ENDED BY ANOTHER CAR WHO WAS NOT EXPECTING ME TO STOP. NOW THAT I AM RESEARCHING THIS ISSUE, I'M FINDING THAT SEVERAL OTHER PEOPLE HAVE HAD THIS ISSUE AND CHRYSLER HAS NO IDEA WHY IT'S HAPPENING. I AM TERRIFIED TO DRIVE MY CAR NOW. WHAT IF THIS HAPPENS ON THE EXPRESS WAY TRAVELING AT HIGH SPEEDS OR WHILE DRIVING THROUGH THE MOUNTAINS? ..UPDATED 07/20/17 *BF
4	10991282	CHRYSLER	PACIFICA	2017	20170521	IONE	CA	2C4RC1GG5HR	20170523		VEHICLE STOP RUNNING RANDOMLY. STOPPED RUNNING WHILE ON ROAD. HOW TO COMPLETELY STOP PUT IN PARK TO RESTART PERIOD SAFETY ISSUE BIG TIME
5	10991298	CHRYSLER	PACIFICA	2017	20170522	ASHEVILLE	NC	2C4-RC1EG4H	20170523	4500	WHILE DRIVING ON A BUSY STREET, MY 2017 CHRYSLER PACIFICA SUDDENLY LOST THE ABILITY TO ACCELERATE. I WAS IN AN INTERSECTION PUMPING THE GAS PEDAL WITH NOTHING HAPPENING. THE WARNING MESSAGE ON THE DASH READ "SHIFT VEHICLE TO PARK" (OR SIMILAR). I COASTED TO A STOP WITH CARS NEARLY MISSING ME, SHIFTED TO PARK, TURNED THE CAR OFF, THEN TURNED IT BACK ON, SHIFTED TO DRIVE AND PULLED DIRECTLY INTO A PARKING LOT. I CALLED CHRYSLER ROADSIDE AND WAS TOWED TO THE DEALERSHIP WHERE MY CAR IS NOW. ACCORDING TO WHAT I'M SEEING ON CHRYSLER FORUMS, THIS IS BEGINNING TO HAPPEN ACROSS THE COUNTRY & CHRYSLER IS NOT ADDRESSING THIS EXTREMELY SERIOUS SITUATION. THANK YOU FOR YOUR TIME AND I LOOK FORWARD TO A RESPONSE.
6	10991548	CHRYSLER	PACIFICA	2017	20170524	DECATUR	GA	2C4RC1DG8HR	20170524	10792	VEHICLE CUTOFF WHILE DRIVING AND THEN HAD TO BE PUT IN PARK TO BE RESTARTED SINCE IT IS A PUSH TO START. WHEN PUT IN DRIVE THE VEHICLE JOLTED HARSHLY AND MADE A DINGING SOUND. ..UPDATED 07/20/17 *BF

Stall/Loss of Power Complaints, 2017 Chrysler Pacifica

7	10991789	CHRYSLER	PACIFICA	2017	20170513	SPOKANE	WA	2C4RC1N7XHR	20170526	15	HAD THE CAR FOR 23 HOURS. LESS THAN 5000 MILES. AFTER PULLING THE CAR TO THE END OF THE DRIVEWAY AND 3/4 OF THE WAY INTO OUR ROAD IT BEGAN TO SHAKE VIOLENTLY, SO MUCH SO THAT ONE OF OUR DAUGHTERS BURST IN TO TEARS (THE ONE THAT NEVER CRIES). THE SHAKING LASTED SOME TIME, ALONG WITH GRINDING NOISES. THE CAR FLASHED A DOZEN DIFFERENT CODES AS WELL AS INDICATING THAT THE PARKING BREAK WAS NOT AVAILABLE. THE VAN WAS COMPLETELY DEAD IN THE ROAD WITH FIVE CHILDREN INSIDE AND CARS HAVING TO SWERVE AROUND TO MAKE IT THROUGH THE NEARLY BLOCKED ROAD. THE VAN WOULD NOT RESPOND TO RESTARTING IN ANY WAY. WE QUICKLY TRIED TO REMOVE ALL FIVE KIDS AS SAFELY AS POSSIBLE. AFTER CALLING OUR DEALERSHIP THEY TOLD US WE NEEDED TO CALL CHRYSLER SERVICE AND TOWING. AFTER WAITING OVER AN HOUR, WITH THE CAR IN THE MIDDLE OF THE ROAD, THE TOW TRUCK ARRIVED. THE TOW TRUCK DRIVER WAS ABLE TO REPLICATE THE VIOLENT SHAKING AND STATED THAT SOMEONE "REALLY SCREWED SOMETHING UP WITH THIS VAN." HE COULD NOT PUT THE VAN IN NEUTRAL BE...
8	10992144	CHRYSLER	PACIFICA	2017	20170517	BAYVILLE	NJ	2C4RC1DG8HR	20170530	8000	WHILE THE CAR WAS IN MOTION AT APPROXIMATELY 20 MPH ON A CITY STREET I LOST ALL POWER AND CAR TURNED OFF, STEERING LOCKED AND WAS ABLE TO COAST HALF OFF THE ROAD. CAR STILL SAID IT WAS ON AND IN DRIVE BUT WAS COMPLETELY OFF. SCREEN SAID "CAR MUST BE IN PARK TO PLACE IN DRIVE". DEALER HAS BEEN UNABLE TO LOCATE ISSUE AND RELEASED CAR TO ME. I FEEL EXTREMELY UNSAFE DRIVING THIS VEHICLE. ..UPDATED 11/06/17 *BF
9	10992294	CHRYSLER	PACIFICA	2017	20170227	PICKERINGTON	OH	2C4RC1DG2HR	20170530		TL* THE CONTACT OWNS A 2017 CHRYSLER PACIFICA. THE CONTACT STATED THAT THE VEHICLE EXPERIENCED A SUDDEN LOSS OF POWER AND THE VEHICLE STALLED SEVERAL TIMES AT LOW AND HIGH RATES OF SPEED. THE VEHICLE WAS TAKEN TO FOUR DIFFERENT DEALERS (1. JACK POWELL CHRYSLER DEALER, 2. PERFORMANCE CHRYSLER JEEP DODGE RAM COLUMBUS, 1130 AUTO MALL DR, COLUMBUS, OH 43228, (614) 272-0000, 3. BYERS CHRYSLER JEEP DODGE RAM, 465 S HAMILTON RD, COLUMBUS, OH 43213, (614) 228-5111, AND 4. FAULKNER DODGE RAM, 6643 CARLISLE PIKE, MECHANICSBURG, PA 17050, (717) 590-5210). THE DEALERS WERE UNABLE TO REPLICATE AND DIAGNOSE THE FAILURES. THE MANUFACTURER WAS NOTIFIED BY EACH DEALER AND PROVIDED NO FURTHER SOLUTION OTHER THAN ESCALATING THE CONCERN AND MENTIONED THAT THEY WOULD RESPOND BACK WITHIN 48 HRS. THE FAILURE MILEAGE WAS NOT AVAILABLE.
10	10993002	CHRYSLER	PACIFICA	2017	20170412	OCALA	FL	2C4RC1BG4HR	20170603	3900	THE FIRST PROBLEM WAS THAT THE CAR SHUDDERED AND MADE LOUD "CLUNKING" NOISES WHEN SHIFTING GEARS. IT WOULD OFTEN QUIT RUNNING WHEN AT LOW SPEEDS AS IN PARKING LOTS. WHILE AT HIGH SPEEDS ON THE INTERSTATE CAR JUST DIDN'T FEEL "RIGHT." WANTED TO QUIT. TOOK IT IN THE FIRST TIME AND THEY REPROGRAMMED THE TRANSMISSION WHICH SEEMED TO HELP FOR A SHORT WHILE. THEN, IT STARTED ACTING UP AGAIN AND WHEN RETURNING TO THE DEALER THIS TIME THEY ADVISED A LUBRICANT WAS NEEDED. NOT SURE WHAT OR WHERE THIS WAS APPLIED.
11	10993974	CHRYSLER	PACIFICA	2017	20170524	BLUFFTON	SC	2C4RC1GG1HR	20170608	4600	TRANSMISSION FAILED ON US 3 TIMES. FIRST WAS BACKING OUT OF A PARKING SPOT, TOTALLY LOCKED UP FOR 15 MINUTES. RESET AND RAN FINE. NEXT, WITH WIFE AND 3 KIDS IN THE VAN, TRANSMISSION LOCKED UP AT 45 MILES PER HOUR ALMOST CAUSING HER TO CRASH AND GET HIT. ALL LIGHTS CAME ON AND ELECTRONIC PARKING BRAKE ENGAGED. DEALERSHIP TOOK 2 WEEKS TO FIX AND SAID IT WAS FINE. NEXT, I WAS DRIVING AT 55 MPH AND TRANSMISSION LOCKED UP. ALMOST DIED. NO A/A BY THE GRACE OF GOD. ALL LIGHTS CAME ON AND PARKING BRAKE ENGAGED AGAIN. NOW, CHRYSLER IS REPLACING THE ENTIRE TRANSMISSION. WE WON'T TAKE IT BACK. FAMILY ALMOST DIED TWICE...UPDATED 07/20/17 *BF

Stall/Loss of Power Complaints, 2017 Chrysler Pacifica

12	10994417	CHRYSLER	PACIFICA	2017	20170521	GLENBURN	ND	2C4RC1BG2HR	20170612	800	PURCHASED A BRAND NEW CHRYSLER PACIFICA VEHICLE 3 WKS AGO ON MAY 18 2017. WE HEADED OUT ON VACATION ON THE 20TH OF MAY. MAY 21 WAS THE FIRST INCIDENT ON THE INTERSTATE IN CHICAGO WE STALLED IN THE MIDDLE OF TRAFFIC FOR APPROXIMATELY 10 MINUTES. MAY 27 WE PULLED UP TO A STOPLIGHT AND THE ENGINE STALLED OUT ON US THAT LASTED APPROXIMATELY 3 MINUTES, THE SAME DAY AT A TOLLBOOTH WE STALLED OUT WHICH LASTED ABOUT 25 MINUTES BEFORE THE CAR WOULD START AGAIN WE ENDED UP CALLING FOR A TOWING SERVICE BUT THE CAR WE STARTED AND WE CANCELED THE TOW SERVICE. MAY 30 WE LEFT THE GROCERY STORE THE SCREEN SWITCH TO THE APP PAGE AND WOULD NOT SWITCH BACK, THE BRAKES LOCKED AND WE LOST ENGINE POWER. THAT LASTED 20 MINS BEFORE CAR WOULD START. JUNE 7 CAR WOULD NOT START AFTER COMING OUT OF THE GROCERY STORE WAITED 20 MINUTES THEN TRIED AGAIN CAR STARTED 30 SECONDS AFTER THE IGNITION BUTTON HAS BEEN PRESSED BY ITSELF. JUNE 11 CAR STALLED OUT PULLING INTO THE DRIVEWAY. TOOK LESS THEN A MINUTE TO RESTART THIS TIME. ...
13	10995833	CHRYSLER	PACIFICA	2017	20170618	ABINGTON	PA		20170619	5700	WHILE DRIVING AT 45 MPH, VEHICLE SHUTS OFF WITHOUT WARNING. VERY DANGEROUS AS THE CAR NEEDS TO COME TO A STOP TO RESTART. I WAS MERGING ONTO A HIGHWAY WHICH MADE MATTERS WORSE. VAN DID A SIMILAR THING EARLIER IN THE DAYBUT I WAS IN PARK. JUST SHUT OFF, NO WARNING. AT DEALERSHIP NOW.
14	11003546	CHRYSLER	PACIFICA	2017	20170701	BERWYN	IL	2C4RC1GG9HR	20170707	975	THIS VEHICLE IS EQUIPPED WITH AN ENGINE SMART STOP FEATURE. MEANING IT WILL IT WILL SHUT OFF THE ENGINE WHILE AT A COMPLETE STOP. WHILE AT A STOP THE ENGINE DID SHUT OFF AS IT SHOULD. BUT THIS TIME THE VEHICLE CLUSTERED DISPLAYED A "PRESS BRAKE FOR DESIRED GEAR" MESSAGE". ALONG WITH A FLASHING BLUE LIGHT UNDER "D" INDICATOR UNDER THE SHIFT KNOB. IT WENT INTO PARK OR NEUTRAL ON ITS OWN. I SIMPLY PUT IT IN PARK AND BACK INTO DRIVE AND DROVE OFF. NOW I JUST DISABLE THE EMERGENCY SMART STOP OFF ON EVERY DRIVE FOR FEAR OF THIS HAPPENING AGAIN ...UPDATED 11/06/17 *BF
15	11003783	CHRYSLER	PACIFICA	2017	20170706	SAN DIEGO	CA	2C4RC1GG3HR	20170708	7500	VEHICLE RANDOMLY SHUT OFF AT 60MPH ON ROUTE 70 WITH LOSS OF STEERING WHILE DIVING THROUGH A TUNNEL IN THE ROCKY MOUNTAINS. VAN HAD 7,500 MILES ON IT.....UPDATED 11/03/17 *BF
16	11004116	CHRYSLER	PACIFICA	2017	20170709	WASHINGTON CROSSING	PA	2C4RC1GG5HR	20170710	1512	LAST NIGHT, WHILE DRIVING APPROX 40MPH, OUR BRAND NEW 2017 PACIFICA LTD SHUT DOWN. THE ENGINE SUDDENLY, WITH NO WARNING, JUST STOPPED. THE DOT ABOVE THE 'D' (FOR DRIVE) STARTED FLASHING, AND A MESSAGE FLASHED: 'SHIFT TO P TO START.' WE CAME TO A STOP IN THE MIDDLE OF THE ROAD. I PUT IT IN PARK AND THEN WAS ABLE TO TURN IT BACK ON. I HAD BOTH HANDS ON THE WHEEL, SO I NEVER TOUCHED THE STARTER BUTTON. THE KEY FOB WAS IN MY PURSE, WHICH WAS NOT MOVED. THANKFULLY WE WERE NOT ON A HIGHWAY, SO NOBODY RAN INTO US. I DROPPED IT OFF AT THE DEALERSHIP THIS MORNING, AND THEY JUST TOLD ME THEY CANNOT RECREATE THE ERROR. WE'VE HAD IT FOR ABOUT 2 WEEKS, AND WE'VE DRIVEN IT 1500 MILES, MOSTLY HIGHWAY.....UPDATED 11/03/17 *BF
17	11005211	CHRYSLER	PACIFICA	2017	20170628	WRIGHT CITY	MO	2C4RC1BG9HR	20170713	1200	WINDOWS ROLL DOWN BY THEMSELVES VEHICLE IN PARK. ONE TIME VEHICLE PLACES SELF IN PARK WHEN BRAKING PULLING INTO A PARKING LOT. ONE OCCURRENCE, VEHICLE PLACED SELF IN PARK AND DIED IN STOP AND GO TRAFFIC ON INTERSTATE. HEATED SEATS WIRED BACKWARD.....UPDATED 11/03/17 *BF
18	11006279	CHRYSLER	PACIFICA	2017	20170612	COCONUT CREEK	FL	2C4RC1EG7HR	20170718	7000	THE MINIVANS ENGINE AND ALL ELECTRONICS WILL SHUT OFF WHILE IN DRIVE, WE LOSE POWER STEERING AND ARE PROMPTED TO SHIFT TO PARK AND RESTART, IT'S HAPPENED 3 TIMES SO FAR ONCE DRIVING 45MPH ON A CITY STREET, ONCE AT A RED LIGHT IN DRIVE ON A LARGER HIGHWAY AND ONCE IN PARK IN A PARKING GARAGE... ..UPDATED 11/03/17 *BF

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19	11006647	CHRYSLER	PACIFICA	2017	20170719	CHULA VISTA	CA	2C4RC1BG0HR	20170720	26000	VEHICLE IS LOOSING ACCELERATION AND/OR ALL POWER WHILE IN OPERATION. VEHICLE WILL BE MOVING IN DRIVE AND THEN WILL NOT ACCELERATE UPON PRESSING GAS PEDAL. HAS ALSO COMPLETELY SHUT OFF WHILE IN DRIVE, AND HAD TO BE PUT INTO PARK AND RESTARTED. THIS IS A VERY DANGEROUS PROBLEM SINCE IT HAPPENS WHILE THE VEHICLE IS IN MOTION IN THE DRIVE FUNCTION. THIS HAS OCCURRED THREE TIMES NOW OVER THE COURSE OF 6 WEEKS. EVERY TIME IT OCCURRED ON A CITY STREET AT EITHER AN INTERSECTION OR IN A LINE OF TRAFFIC. VEHICLE WAS TAKEN TO CERTIFIED CHRYSLER DEALERSHIP AFTER THE SECOND OCCURRENCE, WHERE WE WERE TOLD THERE WAS NO PROBLEMS WITH THE TRANSMISSION OR ANY CODES SHOWING UP WHEN DIAGNOSTICS WERE PERFORMED. VEHICLE IS NOT FIT FOR DRIVING AS IT SEEMS IT WILL JUST RANDOMLY LOOSE ACCELERATION OR TURN OFF DURING OPERATION.....UPDATED 11/03/17 *BF
20	11010349	CHRYSLER	PACIFICA	2017	20170719	ROCKVILLE	MD	2C4RC1BG7HR	20170724	170	THE VAN HAS LESS THAN 200 MILES IN IT WHEN IT STATED STALLING. IT NOW HAS 205 MILES, AND IT HAS STALLED(ENGINE STOPPED) 5 TIMES ALREADY. THIS OCCURED WHEN DECELERATING OR WHEN FULLY STOPPED WITH THE GEARS STILL IN DRIVE. THE ENGINE WILL STOP AND A MESSAGE ON THE DASHBOARD TO PUT THE VEHICLE IN PARK TO START WILL APPEAR. RESTARTING THE ENGINE IS NORMAL WITH NO ISSUES...UPDATED 11/06/17 *BF
21	11010468	CHRYSLER	PACIFICA	2017	20170531	MACOMB TOWNSHIP	MI	2C4RC1EG3HR	20170725	8900	TL* THE CONTACT OWNS A 2017 CHRYSLER PACIFICA. WHILE DRIVING 40 MPH, THE VEHICLE STALLED AND THE "SHIFT INTO PARK AND RESTART VEHICLE" WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO A LOCAL DEALER (PARKWAY CHRYSLER DODGE JEEP RAM LOCATED AT 21560 HALL RD CLINTON TOWNSHIP, MI 48038), BUT THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 8,900.
22	11011395	CHRYSLER	PACIFICA	2017	20170717	APOLLO BEACH	FL	2C4RC1DG8HR	20170728	7500	WHILE DRIVING THE VEHICLE IT TURNS OFF AND COMES TO A COMPETE STOP. THE SCREEN ON THE DASH READS MUST PLACE PARK IN P TO START. I HAVE TO THEN PLACE THE CAR IN PARK TO START BACK UP AGAIN. THIS HAS HAPPENED 3 TIMES IN 3 MONTHS. THE VEHICLE LOSES ALL FORWARD MOTION AND SHUTS OFF. EVERY TIME IT HAS DONE IT IT HAS BEEN WHILE EXCELERATING FROM A STOP SIGN ON A CITY STREET. THE CAUSE OF THIS SEEMS TO BE WITH THE TRANSMISSION AS THE VEHICLE STUTTERS JUST BEFORE IT STOPS.....UPDATED 11/03/17 *BF
23	11011729	CHRYSLER	PACIFICA	2017	20170730	CLIFTON	NJ	2C4RC1BG9HR	20170731		I WAS DRIVING ON A HIGHWAY (WITH MY KIDS IN THE BACKSEATS) AND SUDDENLY (FOR NO REASON) THE VEHICLE LOST ALL ELECTRICITY (INCLUDING, POWER STEERING, ENGINE, HEADLIGHTS, DASHBOARD LIGHTING). THE DASHBOARD ONLY SAID "PUT CAR INTO PARK AND RESTART." THANKFULLY, I WAS ABLE TO PULL OVER PARTIALLY ONTO THE SIDE AND RESTART THE CAR AFTER IT WAS IN PARK. (THIS HAPPENED A SECOND TIME A FEW MINUTES LATER BUT IN THAT CASE THE ELECTRICITY CAME BACK ON ITSELF AFTER A FEW MOMENTS.) THIS WAS A SCARY AND DANGEROUS EXPERIENCE.....UPDATED 11/03/17 *BF
24	11012083	CHRYSLER	PACIFICA	2017	20170622	EAST GRANBY	CT	2C4RC1GG1HR	20170801	3200	HIGHWAY SPEED, HEAVY TRAFFIC, ENGINE SUDDENLY STOPPED. WARNING SOUNDS AND LIGHTS ON DASH. LOSS OF POWER STEERING. HAD TO COME TO COMPLETE STOP IN MIDDLE OF HIGHWAY TRAFFIC, PLACE IN PARK, DEPRESS BRAKE, PUSH START BUTTON. OCCURRED JUNE 22, 2017 ABOUT 3200 MILES ON NEW VEHICLE. NO RESOLUTION FROM DEALERSHIP OR CHRYSLER. CHRYSLER INSTRUCTED DEALERSHIP TO REPORT LOANER CAR AS STOLEN. ALSO REQUESTED DATA RECORDER BE INSTALLED AND I CONTINUE TO DRIVE UNTIL OCCURS AGAIN. I REFUSED TO PLACE MY FAMILY AT RISK. HAVE SINCE PURCHASED OTHER BRAND REPLACEMENT VEHICLE AND AM TRYING TO ARRANGE BUY-BACK...UPDATED 11/07/17 *BF

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25	11012221	CHRYSLER	PACIFICA	2017	20170731	BROOKLYN	NY	2C4RC1DG3HR	20170801	5300	CAR SHUT DOWN WHILE IN DRIVE, 5300 CURRENT MILES. I WAS DRIVING IN HEAVY TRAFFIC IN NYC AND CAR SHUT DOWN, EARLIER IN THE DAY I WAS AT A DEALERSHIP IN SAFFORD VA AND THEY PERFORMED SOFTWARE UPDATES BECAUSE THE DAY BEFORE IN FLORIDA WINDOWS OPENED AND CLOSED ON THEIR OWN IN THE FRONT PASSENGER SIDE, CLUSTER PANEL WENT ON AND OFF AND BATTERY LIGHT CAME ON. BATTERY MAINTAINED ITS 14 AMP CHARGE FOR THE NEXT 90 MILES I NEEDED TO REACH AUTOTRAIN IN SANFORD FLORIDA. I IMMEDIATELY WENT TO SERVICE IN SAFFORD VIRGINIA AND THEY SAID IT WAS AN UP[DATE] ISSUE. DROVE THE NEXT 260 MILES WITH NO ISSUE UNTIL IT SHUT OFF????..UPDATED 11/07/17 *BF
26	11012731	CHRYSLER	PACIFICA	2017	20170602	BETHESDA	MD		20170804	5000	WHILE STOPPED, THE VEHICLE LOST POWER AND DISPLAYED A MESSAGE "VEHICLE MUST BE IN PARK TO SHIFT" OR SOMETHING ALONG THOSE LINES. LUCKILY THE VEHICLE WAS STOPPED AND NOT MOVING WHEN IT LOST POWER. THIS IS VERY SERIOUS BECAUSE ALL PROPULSION FROM THE VEHICLE WAS LOST. THE CAR DID RESTART AFTER IT WAS SHIFTED INTO P AND THE START BUTTON WAS PUSHED (WITH A FOOT ON THE BRAKE). CHRYSLER HAS KNOWN ABOUT THIS ISSUE FOR MONTHS NOW VIA THE ONLINE FORUM DISCUSSING THE ISSUE AND APPEARS TO BE DOING NOTHING ABOUT IT PROACTIVELY AND IS CERTAINLY NOT COMMUNICATING ABOUT THE ISSUE WITH ITS CUSTOMERS.UPDATED 11/03/17 *BF UPDATED 11/07/2017*JS
27	11014582	CHRYSLER	PACIFICA	2017	20170705	JAMESTOWN	NC	2C4RC1EG9HR	20170811	4600	CURRENT MILEAGE: 5560, MY VAN IS CURRENTLY IN SHOP FOR TRANSMISSION RELATED ISSUES FOR THE THIRD TIME. THE VEHICLE LOOSES ALL THE POWER ALL OF A SUDDEN IN THE MIDDLE OF THE ROAD WHILE DRIVING. I HAVE HAD THIS HAPPEN ON FOUR DIFFERENT OCCASIONS, COUPLE TIMES ON HIGHWAYS AND COUPLE TIMES ON CITY STREETS, HAVE TO PULL TO A SHOULDER IMMEDIATELY (GLAD I COULD). HAVE TO TRY 3 TO 4 TIMES TO START THE VEHICLE AND SOMETIMES EVEN HARD TO DURN THE DIAL TO GET THE VAN MOVING. ON MY FIRST VISIT TO THE DEALERSHIP THEY HAVE MENTIONS ITS TCM SOFTWARE ISSUE, SECOND VISIT THEY SAID IT WAS TCM LINE ISSUE, HAD TO ORDER PARTS AND GET IT FIXED, TOOK 10 DAYS. NOW THREE WEEKS LATER HAVE SIMILAR INCIDENTS HAPPEN AND NOW THE VAN IS BACK IN THE SHOP, THEY SAID THEY HAVE TO ORDER SMOOTHER PART IN REGARDS TO TRANSMISSION AND ITS ON BACK ORDER. I AM WORRIED ABOUT THE SAFETY OF MY FAMILY WITH THIS VAN, I HAVE CALLED THE COMPANY AND INFORMED THEM ABOUT MY CONCERNS, I SEARCHED THROUGH THE WEB TO SEE IF THERE ARE OTHERS EXPERIENCING THE SA...
28	11014899	CHRYSLER	PACIFICA	2017	20170809	LEESBURG	VA	2C4RC1GG9HR	20170813	232	I WAS DRIVING THE VEHICLE AT A STEADY SPEED OF 40 MPH. THE ENGINE DIED, AND THE MESSAGE CONSOLE INDICATED THE VEHICLE MUST BE IN PARK TO START. THE GEARSHIFT WAS STILL IN DRIVE, BUT THE INDICATOR LIGHT SHOWING IT IN D WAS NOW FAST BLINKING. I PUT ON MY HAZARD LIGHTS AND COASTED AS SAFELY AS I COULD OUT OF TRAFFIC AND TO A SIDE ROAD. ONCE STOPPED, I PUT THE VEHICLE IN PARK AND STARTED IT. IT IDLED VERY ROUGHLY FOR 2-3 SECONDS AND DIED. I THEN WAITED ABOUT 10 SECONDS, STARTED IT AGAIN, AND THIS TIME IT SOUNDED TO OPERATE NORMALLY. NO ERROR INDICATORS DISPLAYED, AND THE DEALER SAID NO ERROR CODES REGISTERED. THIS SAME BEHAVIOR HAS BEEN REPORTED ON A MESSAGE FORUM BY DOZENS OF PACIFICA OWNERS. THE PROBLEM IS NOT RELIABLY REPRODUCIBLE AND PRODUCES NO SYSTEM ERRORS. A NUMBER OF REPORTS INDICATE MULTIPLE "GUESSES" FROM SERVICE TECHS AND CHRYSLER. MANY OF THOSE SAME INDIVIDUALS REPORT THE ISSUE HAPPENING AGAIN AFTERWARD. MY SERVICE TECHNICIAN CLAIMED THAT TSB 18 069 17 ADDRESSES THIS ISSUE AND FLASHED A SOFT...
29	11015757	CHRYSLER	PACIFICA	2017	20170810	STERLING	VA	2C4RC1GG4HR	20170816	15000	THIS CAR HAS HAD MULTIPLE STALLS, WHEREAS WHEN DRIVING, THE ENGINE WILL SHUT DOWN AND STEERING BE AFFECTED. THIS HAS HAPPENED IN THE MIDDLE OF AN INTERSECTION WITH MY CHILDREN IN THE CAR. THERE ARE NO WARNING SIGNS THAT THIS WILL HAPPEN, THE CAR JUST SUDDENLY BECOMES INOPERABLE. YOU HAVE TO PLACE IN PARK FOR 30 SECONDS AND THEN RESTART THE CAR. THIS CAR IS EXTREMELY DANGEROUS TO DRIVE. THE DIAGNOSTIC IS A FUEL PRESSURE SENSOR, BUT FURTHER RESEARCH INDICATES THIS IS A WIDESPREAD PROBLEM THAT CHRYSLER MAY BE AWARE OF...UPDATED 10/25/17 *BF

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30	11015915	CHRYSLER	PACIFICA	2017	20170805	NASHOTAH	WI		20170817	35000	VEHICLE SHUTDOWN: AS I APPROACHED A YIELD SIGN ON A SUBDIVISON STREET, I SLOWED TO A FEW MPH BEFORE ACCELERATING SLOWLY AGAIN. THE VEHICLE THEN LOST POWER AND STEERING (IT SHUTDOWN). I LOOKED AT MY DASH AND IT READ "VEHICLE MUST BE IN PARK TO START." I APPLIED THE BRAKE AND STOPPED WITHOUT BEING ABLE TO STEER. I THEN TURNED THE GEAR KNOB TO PARK AND RESTARTED THE VEHICLE AND WENT ON MY WAY. I AM THANKFUL THEIR WAS NO TRAFFIC AS THIS COULD HAVE RESULTED IN A SERIOUS ACCIDENT...UPDATED 10/30/17 *BF
31	11016083	CHRYSLER	PACIFICA	2017	20170816	SEBRING	FL		20170817	2071	SO MANY THINGS ARE DEFECTIVE ABOUT THIS VEHICLE. YESTERDAY THE ENGINE SHUT OFF WHILE I WAS DRIVING!..UPDATED 10/30/17 *BF
32	11016257	CHRYSLER	PACIFICA	2017	20170818	MINT HILL	NC	2C4RC1BG5HR	20170818	17000	THE VEHICLE SUDDENLY APPEARED TO SHIFT INTO NEUTRAL, WHILE STILL IN "DRIVE", GOING APPROXIMATELY 40 MPH. THE ACCELERATOR WAS COMPLETELY UNRESPONSIVE AND DRIVER WAS UNABLE TO SHIFT INTO ANOTHER GEAR. THE VEHICLE REPEATEDLY SAID "NOT IN PARK" WHILE IN PARK, SHOWED THE REVERSE CAMERA WHILE IN DRIVE, AND WOULD NOT ACCELERATE WHEN IN DRIVE. FORTUNATELY THE DRIVER NOTICED THE CHECK ENGINE LIGHT HAD COME ON AND WAS PULLING INTO A GAS STATION WHEN THE UNRESPONSIVE ACCELERATOR OCCURRED, OTHERWISE A COLLISION WOULD MOST DEFINITELY HAVE HAPPENED. .UPDATED 10/25/17 *BF
33	11019457	CHRYSLER	PACIFICA	2017	20170823	SYCAMORE	IL	2C4RC1GG0HR	20170824	11300	MY WIFE WAS DRIVING HER CAR DROPPING OUR DAUGHTERS OFF AT SOFTBALL PRACTICE AND HER SHUT OFF WHILE SHE WAS DRIVING. SHE HAD TO QUICKLY PULL OVER AND SHIFT BACK INTO PARK TO RESTART THE CAR...UPDATED 10/30/17 *BF
34	11021223	CHRYSLER	PACIFICA	2017	20170830	HAZLET	NJ	2C4RC1EG1HR	20170902	1800	WHILE DRIVING ON A CITY STREET AT ABOUT 35MPH THE ENGINE STALLED . THE DASHBOARD ALARM WAS BEEPING AND "D" WAS FLASHING. I WAS ABLE TO PULL OVER AND STOP AND THE DASH DISPLAYED THE MESSAGE - PUT IN "P" TO START ENGINE -. CAR DID NOT START THE FIRST TIME I TRIED, THE SECOND TIME IT STARTED. THANKFUL THIS DANGEROUS INCIDENT DID NOT OCCUR WHILE IN HEAVY TRAFFIC OR ON A INTERSTATE....UPDATED 10/30/17 *BF
35	11022154	CHRYSLER	PACIFICA	2017	20170901	MINNETRISTA	MN	2C4RC1GG2HR	20170907	9500	VEHICLE HAS A VIBRATION/SHUDDER THAT CHRYSLER CONSIDERS "NORMAL" HAS BEEN IN FOR SERVICE TO TWO SEPARATE DEALERSHIPS A TOTAL OF SIX TIMES, WITH NO RESOLUTION. ENGINE VIBRATION CONTINUES TO WORSEN, AND HAVE DRIVEN OTHER VEHICLES WITHOUT SIMILAR VIBRATION. OTHERS HAVE REPORTED VEHICLE WILL EVENTUALLY SHUT OFF WHILE DRIVING, RENDERING NO STEERING OR BRAKES. I DO NOT CARE TO HAVE A VEHICLE WITH MY CHILDREN IN THE CAR THAT CAN/WILL SHUT OFF WHILE DRIVING. CHRYSLER HAS BEEN ZERO HELP, AND WILL BE PURSUING BUYBACK PROCESS IMMEDIATELY...UPDATED 10/30/17*BF
36	11022835	CHRYSLER	PACIFICA	2017	20160921	BETTENDORF	IA	2C4RC1GG5HR	20170912	822	9/21/16 7 DAYS AFTER PURCHASE 822 MILES DRIVEN VEHICLE AT REST IN DRIVEWAY DISPLAYS SERVICE SHIFTER AND REQUIRES NEW SHIFTER INSTALLED BEFORE DRIVEABLE. 10/11/16 1717 MILES DRIVEN VEHICLE WILL NOT START AT REST. AFTER 15 MINUTES IT FINALLY STARTS SOUNDS LIKE A LAWNMOWER AND VEHICLE SHAKING STARTS. 2/28/17 15428 MILES DRIVEN VEHICLE IN MOTION ON I-80 TRAVELING IN HEAVY RAIN WHEN WINDSHIELD WIPERS FREEZE FOR SEVERAL MINUTES. I HAD MY CHILDREN IN THE VEHICLE AND WE CAME 6 INCHES AWAY FROM BEING HIT BY A SEMI AS WE TRIED TO NAVIGATE TO THE SIDE OF THE ROAD WITH ZERO VISIBILITY. CAR HAD TO BE RESTARTED FOR WIPERS TO ENGAGE. 3/1/17 15559 MILES DRIVEN VEHICLE IN MOTION CROSSING A STREET WITH 45 MPH SPEED LIMIT AND VEHICLE DIES LEAVING ME STALLED IN THE MIDDLE OF TRAFFIC. CHRYSLER TOWS TO LOCAL DEALER AND REPLACES 1 SPARK PLUG, 1 IGNITION COIL, 6 GASKETS ACCORDING TO SERVICE REPORT. VEHICLE CONTINUES TO SHAKE AT IDLE. 9/8/17 30000 MILES DRIVEN WHEN I PRESS ACCELERATOR FROM STOPPED POSITION, VEHICLE DOES N...

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37	11023484	CHRYSLER	PACIFICA	2017	20170501	YORK	PA	2C4RC1GG6HR	20170914	500	A VERY SERIOUS ISSUE , WHEELS SPINNING AND TRANSMISSION SHUDDERING PROBLEM ON MY NEW 2017 CHYRSLER PACIFICA MODEL, OCCURS MORE SHARPLY AND FREQUENTLY ON WET ROADS. WHILE SHIFTING TO DRIVE MODE AND PICKING UP FROM IDLE POSITION AT SIGNALS & TURNS THE VEHICLE SHAKES, WHEELS DON'T GRAB THE ROADS, TRANSMISSION SLIPS, VEHICLE SHUDDERS, LOSES MOMENTUM AND HALTS MOMENTARILY IN THE MIDDLE OF THE ROAD, AND THIS IS WORST ON INCLINED ROADS. I BARELY ESCAPED AN ACCIDENT TODAY WHEN VEHICLE STOPPED IN THE MIDDLE OF THE ROAD WHILE TRYING TO TAKE A TURN AT AN INTERSECTION AND WHEELS KEPT SPINNING, TRANSMISSION KEPT SHUDDERING AND CAR WASN'T MOVING ANYWHERE. I COMPLAINED A FEW TIMES WITH CHRYSLER DEALER, THEY SAID INSPECTION DOES NOT FIND ANY ERROR CODE. THE ISSUE IS SO APPARENT AND CAN BE REPLICATED EASILY BY JUST DRIVING IT ONCE. IT'S A SERIOUS MANUFACTURING DEFECT AND IT CAN CAUSE SERIOUS ACCIDENTS AND DEATH..I INTEND TO PURSUE THIS SERIOUSLY WITH CHRYSLER AND HOPE THEY ARE ABLE TO FIX. IF ANYBODY HAS ANY SIMILAR EXPE...
38	11023539	CHRYSLER	PACIFICA	2017	20170914	MENLO PARK	CA	2C4RC1GG1HR	20170914	309	I PURCHASED A BRAND NEW 2017 CHRYSLER PACIFICA AND WAS HAD 309 MILES ON THE CAR WHEN I HAD THIS INCIDENT. I WAS DRIVING APPROXIMATELY 65MPH IN THE LEFT MOST LANE WHEN I SUDDENLY LOST ALL POWER TO THE ENGINE, STEERING, AND BRAKES AND WAS UNABLE TO ACCELERATE OR BRAKE NORMALLY. I USED QUITE A BIT OF STRENGTH TO MANEUVER THE CAR TO THE RIGHT SHOULDER AND NEARLY WAS REAR ENDED BY A SEMI TRUCK IN DOING SO AS THERE WAS NO SHOULDER ON THE LEFT HANDS SIDE. DURING THIS TIME PERIOD, ALL OF THE LIGHTS IN THE INSTRUMENT CLUSTER WERE FLASHING VARIOUS WARNINGS AND FAILURE SYMBOLS. I WAS ABLE TO GET TO THE SHOULDER, SHUT OFF THE CAR AND RESTART IT AT WHICH POINT THE CAR WAS VIOLENTLY SHAKING AND AGAIN GIVING MANY FLASHING WARNINGS. I DROVE AT A MAX SPEED OF 16MPH TO A SAFER LOCATION OFF THE HIGHWAY AT WHICH POINT THE CAR AGAIN STALLED AND STOPPED. THE CAR WAS THEN TOWED TO THE DEALER. ..UPDATED 10/25/17 *BF UPDATED 10/30/2017*JS
39	11023691	CHRYSLER	PACIFICA	2017	20170915	SAN DIEGO	CA	2C4RC1BG1HR	20170915	29300	THE CAR SHUT OFF WHILE I WAS DRIVING. I HAD TO COME TO A COMPLETE STOP AND THE PUT THE CAR IN PARK TO RESTART. LUCKILY I WAS ON A SMALL ROAD AND ONLY GOING ABOUT 15MPH. ..UPDATED 10/25/17 *BF UPDATED 10/27/2017*JS
40	11025119	CHRYSLER	PACIFICA	2017	20170920	LEESBURG	VA	2C4RC1EG1HR	20170922	20000	ON MULTIPLE OCCASIONS OVER THE PAST 6 MONTHS, THIS VEHICLE HAS LOST POWER, CAUSING THE DRIVER TO HAVE NO ABILITY TO STEER THE VEHICLE, ACCELERATE, OR BRAKE UNTIL IT COMES TO A COMPLETE STOP. THIS HAS HAPPENED UNDER A RANGE OF DIFFERENT CIRCUMSTANCES - WHILE DRIVING LESS THAN 15 MPH IN A PARKING LOT AND ALSO WHILE DRIVING APPROXIMATELY 25 MPH. THERE ARE NUMEROUS REPORTS OF OTHERS EXPERIENCING THE SAME SUDDEN LOSS OF POWER ON ONLINE FORUMS (E.G., PACIFICAFORUMS.COM), AND SOME OF THESE OCCURRENCES HAVE BEEN REGISTERED AT HIGHER SPEEDS. EACH TIME WE HAVE BROUGHT IT TO A CHRYSLER SERVICE CENTER, MECHANICS HAVE ADVISED THAT ALL DIAGNOSTIC TESTS DO NOT REVEAL ANY ISSUES AND EFFORTS AT DRIVING THE VEHICLE TO REPLICATE THE ISSUE SIMILARLY COME BACK NEGATIVE. ALL OTHERS WHO CLAIM TO HAVE EXPERIENCED SIMILAR PROBLEMS WITH THEIR PACIFICA HAVE REPORTED SIMILAR NEGATIVE TEST RESULTS, WITH NO REMEDIATION PROPOSED. THIS IS AN UNACCEPTABLE RISK. WE CAN BE CONTACTED AT [XXX]. THANK YOU. INFORMATION REDACTED PURSUANT...
41	11025266	CHRYSLER	PACIFICA	2017	20170907	CARY	NC	2C4RC1BG2HR	20170925	10050	2017 PACIFICA TOURING-L ENGINE SHUTDOWN COMPLETELY WHEN DRIVING AT ABOUT 35-40 MPH ON A CITY STREET WHEN I SLOWED DOWN FROM 45 MPH. THE VAN IS LESS THAN A YEAR OLD AND HAS ABOUT 10000 MILES ON IT. SCREEN DISPLAYED MESSAGE 'SHIFT TO PARK AND RESTART VEHICLE'. I TRIED RESTARTING WITHOUT STOPPING THE CAR AS THERE WERE CARS BEHIND ME AND I SAW THE MESSAGE "TOO FAST TO SHIFT TO PARK" AND THE POWER STEERING WAS ALSO CUT OFF BECAUSE IT IS ELECTRONIC. I HAD TO PARK ON THE SHOULDER AND RESTART AFTER A COMPLETE STOP. CONTACTED MY CHRYSLER DEALER AND HE TOLD ME THAT UNLESS THERE IS A CODE NO DIAGNOSIS IS POSSIBLE. I'VE DROPPED MY CAR TODAY MORNING - NO UPDATES AS YET. UPDATED 10/25/17 *BF UPDATED 10/27/2017*JS

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42	11025334	CHRYSLER	PACIFICA	2017	20170920	NEW CITY	NY	2C4RC1DG0HR	20170925	9400	9/16/17 WHILE DRIVING, THE UCONNECT SYSTEM AND INSTRUMENT PANEL SHUT OFF AND RESET AND THE PASSENGER WINDOW LOWERED. THE VEHICLE CONTINUED TO DRIVE NORMALLY. 9/20/17 WHILE DRIVING THE UCONNECT SYSTEM AND INSTRUMENT PANEL SHUT OFF AND RESET AND THE CAR SWITCHED FROM DRIVE TO PARK. I WAS IN SLOW TRAFFIC ON A TOWN STREET AND WAS ABLE TO SWITCH BACK TO DRIVE QUICKLY. UPDATED 10/25/17 *BF UPDATED 10/27/2017*JS
43	11029903	CHRYSLER	PACIFICA	2017	20170828	ST FRANCIS	WI	2C4RC1GG7HR	20170926	5189	ENGINE SHUT DOWN WITH NO WARNING AT 15,197 MILES WHILE PULLING OFF THE FREEWAY. HAD VEHICLE SERVICED AT DEALER AND THEY REPLACED PART NUMBER 68277373AF WITH NEW PART NUMBER 68303489AM AND FLASHED NEW PART. AT 16,068 MILES ENGINE SHUT DOWN AGAIN WHILE TRAVELING DOWN CITY STREET. RETURNED TO DEALER AND WAS TOLD NO ISSUE WAS RECORDED ON THE VEHICLE MODULE OF THE SHUT DOWN. THEY KEPT IT SEVERAL DAYS AND STILL DON'T HAVE AN ANSWER AS TO WHY IT SHUT DOWN. SO FAR IT HAS ONLY SHUT DOWN WHEN I HAVE BEEN ON A CITY STREET. I'M VERY CONCERNED AS TO WHAT WILL HAPPEN IF THIS HAPPENS ON THE HIGHWAY. THE VEHICLE HAS TO BE PUT IN PARK TO RESTART. PLEASE RECALL BEFORE SOMEONE GETS SERIOUSLY INJURED ON THE HIGHWAY. .UPDATED 10/25/17 *BF UPDATED 10/27/2017*JS
44	11030729	CHRYSLER	PACIFICA	2017	20171001	LAS VEGAS	NV	2C4RC1DG9HR	20171001	13000	ALL WARNING LIGHTS STARTED FLASHING ON THE DASH. ENGINE AUTOMATICALLY CUT OFF IN THE MIDDLE OF THE ROAD. STARTED UP CAR AGAIN AND DROVE FOR A MILE THEN ENGINE CUT OFF AGAIN IN THE MIDDLE OF THE ROAD. TURNED IT ON ONE MORE TIME AND IT WOULD ONLY GO ABOUT 5 MPH WITH THROTTLE ALL THE WAY DOWN. ..UPDATED 10/25/17 *BF UPDATED 10/27/2017*JS
45	11032016	CHRYSLER	PACIFICA	2017	20170920	ALSIP	IL	2C4RC1GG4HR	20171006	3500	ON 6 DIFFERENT OCCASIONS MY 2017 CHRYSLER PACIFICA HAS SHUT DOWN WHILE DRIVING. THE CAR IS IN MOTION AND THE ENGINE TURNS OFF. THE SCREEN DISPLAYS "PUT CAR IN PARK AND PRESS START BUTTON". AT THIS POINT THE CAR IS COASTING ALONG THE ROAD. YOU HAVE TO ATTEMPT TO GET OFF THE ROAD AND PUT THE CAR IN PARK TO RESTART. THE CAR DOES RESTART, BUT THIS IS HIGHLY DANGEROUS. MY VEHICLE IS CURRENTLY AT THE DEALER WHERE I AM BEING TOLD THEY ARE UNABLE TO DUPLICATE THE ISSUE. ...UPDATED 10/25/17 *BF UPDATED 10/27/2017*JS
46	11033417	CHRYSLER	PACIFICA	2017	20171003	CHICAGO	IL	2C4RC1EG5HR	20171015	3800	MY WIFE WAS DRIVING ON A CITY HIGHWAY AT A NORMAL RATE OF SPEED DURING RUSH HOUR AND THE VEHICLE'S ENGINE SUDDENLY SHUT OFF AND THE VEHICLE ABRUPTLY SLOWED. THE DASH BOARD THEN SHOWED A MESSAGE THAT READ "SHIFT TO P TO START." THANKFULLY SHE WAS ABLE TO STEER THE CAR TO THE SHOULDER WITHOUT BEING HIT BY ANOTHER DRIVER. AS SOON AS THE CAR CAME TO A FULL STOP SHE WAS ABLE TO TURN THE ELECTRONIC SHIFTER TO PARK AND RESTART THE CAR.
47	11034698	CHRYSLER	PACIFICA	2017	20170306	FAYETTEVILLE	NC	2C4RC1GG3HR	20171019	15000	THE FOLLOWING ISSUE HAS HAPPENED TWICE TO MY WIFE WHILE DRIVING OUR NEW CHRYSLER PACIFICA 2017 LIMITED. SHE WAS AT A BUSY HIGHWAY INTERSECTION WAITING FOR HER LIGHT TO TURN GREEN AND STARTED TO GO THEN THE ENGINE SHUT OFF WHILE HALF WAY IN THE INTERSECTION. THE SCREEN STATED THAT CAR MUST BE IN PARK TO PUT IT IN DRIVE. SHE HAD TO PUT THE VEHICLE IN PARK WHILE IN THE INTERSECTION AND THEN PUSH THE BUTTON TO START THE VEHICLE BACK UP. EACH TIME THIS HAS HAPPENED WHEN STARTING THE VEHICLE BACK UP IT HAS A ROUGH IDLE FOR ABOUT 30 SECONDS AND THEN EVERYTHING IS FUNCTIONAL AGAIN. WE TOOK THE VEHICLE INTO THE SHOP THE NEXT DAY, TOLD THE TECHNICIAN WHAT HAD HAPPENED WHO IN TURN HOOKED THE CAR UP TO THE COMPUTER. THEY CHECKED THE CAR AND IT DIDN'T HAVE ANY CODES ON IT, AS IF NOTHING HAPPENED. NO SOFTWARE UPDATES WERE NEEDED ON THE CAR AS WELL THAT COULD POTENTIAL FIX THIS ISSUE. AFTER THE SECOND TIME THIS OCCURRED THE DEALERSHIP INSTALLED A "BLACK BOX" TO CAPTURE THE ISSUE IF IT OCCURRED AGAIN, HOWEVER DUR...

Stall/Loss of Power Complaints, 2017 Chrysler Pacifica

48	11035468	CHRYSLER	PACIFICA	2017	20170921	GILBERT	AZ	2CRR1EG2HR	20171021	7400	SUDDEN ENGINE FAILURE AND POWER LOSS WHILE DRIVING. ERROR MESSAGES DISPLAYED ON DASH INDICATING FAILURE OF ELECTRONIC STABILITY CONTROL AND TRANSMISSION, ALONG WITH CHECK ENGINE LIGHT. THIS ISSUE STARTED INTERMITTENTLY, BUT BECAME SO SEVERE THAT IT WOULD HAPPEN MULTIPLE TIMES IN A SHORT <10 MILE TRIP. TO RECOVER, THE CAR MUST BE STOPPED, TURNED OFF, AND THEN RESTARTED....UPDATED 11/03/17 *BF.
49	11039494	CHRYSLER	PACIFICA	2017	20171004	COHUTTA	GA	2C4RC1GG2HR	20171025	6000	WHILE DRIVING DOWN THE ROAD MY VEHICLE EXPERIENCED COMPLETE LOSS OF POWER. I HAD TO MANUALLY STEER IT TO THE SIDE OF THE ROAD. AFTER SEVERAL MINUTES IT RESTARTED AND RAN FINE. THIS HAPPENED RIGHT AT 6000 MILES AND AGAIN AT 6973 MILES, SAME SCENARIO WITH BOTH. THE DOORS AND RADIO IS ALSO ACTING ODD. I BELIEVE THERE IS SOME SORT OF ELECTRICAL ISSUE. BOTH TIMES BEFORE THE VEHICLE POWERED DOWN I WAS GOING 70 +MILES AN HOUR, HEAT CAME ALL THE WAY ON AND POWER SHUT DOWN. MY STAR # IS 1728582. CHRYSLER TOLD ME MAYBE I WAS DRIVING TO FAST???? VEHICLE US ONLY 3 MONTHS OLD. DEALERSHIP CONFIRMED THEY HAD ANOTHER PACIFICA IN THE SHOP FOR THE SAME REASON...UPDATED 11/07/17 *BF
50	11040294	CHRYSLER	PACIFICA	2017	20171023	MOUNTAIN VIEW	CA	2C4RC1GG8HR	20171026	5950	WHILE DRIVING, THE ENGINE STOPS AND THE DASHBOARD AND SHIFTER LIGHTS START BLINKING. THE MESSAGE "VEHICLE MUST BE IN PARK TO SHIFT GEARS" DISPLAYS ON THE DASHBOARD. THIS IS INCREDIBLY DANGEROUS AND HAS HAPPENED 3 TIMES NOW. OUR FAMILY WAS ALMOST STRUCK BY ONCOMING TRAFFIC.
51	11040502	CHRYSLER	PACIFICA	2017	20170923	OLD SAYBROOK	CT	2C4RC1DG3HR	20171027	5000	MY WIFE WAS DRIVING THE CAR IN STOP AND GO TRAFFIC ON THE HIGHWAY WHEN IT STALLED OUT. SHE LOST ALL POWER STEERING AND POWER BRAKING. SHE HAD TO STOP THE CAR COMPLETELY AND PUT IT IN PARK BEFORE BEING ABLE TO RESTART. THE PROBLEM KEPT RECURRING AND SHE WAS ONLY ABLE TO GO A SHORT DISTANCE EACH TIME. LUCKILY SHE WAS ABLE TO NURSE THE CAR OFF THE HIGHWAY AND ONTO A SIDE STREET TO PARK IT. I WENT BACK TO THE CAR THE FOLLOWING WEEK AFTER IT WAS PARKED AND HAD THE SAME PROBLEM ONLY IT SEEMED EVEN WORSE. I WOULD START THE CAR, IT WOULD DRIVE ONLY A FEW FEET AND SHUT DOWN COMPLETELY. THIS HAPPENED REPEATEDLY (MAYBE 5 TIMES) UNTIL I DECIDED TO PARK IT AND CALL CHRYSLER. CALLED CHRYSLER AND THEY SAID IT HAD TO BE TOWED TO THE NEAREST DEALER. IT WAS PICKED UP ABOUT 3 HOURS LATER. THEY CALLED ME ABOUT 3 DAYS LATER AND TOLD ME THAT THE GAS TANK HAD BEEN OVERFILLED AND IT CAUSED SOMETHING TO MALFUNCTION. THIS SEEMS VERY HARD TO BELIEVE WOULD BE THE CAUSE OF SUCH A CATASTROPHIC FAILURE. THEY SAID THEY NEEDED TO REPLACE ...
52	11040610	CHRYSLER	PACIFICA	2017	20171027	KATY	TX	2C4RC1EG4HR	20171027	8543	MINIVAN WAS AT A STOPLIGHT AND TURNED OFF WITHOUT WARNINGS. THIS JUST HAPPENED 30 MINS AGO. VEHICLE ASKED TO BE PUT IN PARK AND HIT BRAKE TO START ENGINE. ENGINE STRATED PARKED AT NEAREST PARKING LOT AND CALLED DEALER. DEALER 2 MILES AWAY NO CODES CAME UP ON SCAN THAT WAS DONE. ..UPDATED 11/07/17 *BF
53	11041657	CHRYSLER	PACIFICA	2017	20171030	CARLSBAD	CA	2C4RC1EG8HR	20171031	12990	VAN WAS IN DRIVE, BUT STOPPED AT AN INTERSECTION ON A CITY STREET WAITING TO TURN LEFT. WHEN LIGHT CHANGED I ATTEMPTED TO ACCELERATE AND ENGINE DID NOT ENGAGE. BLUE LIGHT ON GEAR INDICATOR STARTED FLASHING. I WAS ABLE TO PUT CAR IN PARK THEN SHIFT INTO DRIVE AGAIN, BUT THERE WAS LAG WHEN ACCELERATING. I DROVE OUT OF INTERSECTION AND INTO PARKING LOT. SHUT OFF CAR THEN RESTARTED AND DROVE IT DIRECTLY TO DEALER. STILL WAITING FOR PROBLEM TO BE ASSESSED. CHECK ENGINE LIGHT HAD COME ON ONE DAY PRIOR TO THIS INCIDENT.
54	11042166	CHRYSLER	PACIFICA	2017	20161212	PLANT CITY	FL	2C4RC1DG8HR	20171101	900	MY PACIFICA SLIPS OUT OF GEAR ANYWHERE BETWEEN 15 MPH AND 20 MPH WHILE DRIVING THROUGH THE CITY AND/OR TURNING. IT FEELS AS IF IT'S COMING OUT OF GEAR, IDLES FOR 2 SECONDS OR SOMETIMES MORE, THEN SLAMS INTO THE NEXT GEAR CAUSING IT TO FEEL AS IF I WERE REAR ENDED. COMPUTERS HAVE BEEN RESET MULTIPLE TIMES BY THE DEALERSHIP AND IT STARTS IT AGAIN AFTER 2 HOURS. THIS HAS BEEN REOCCURRING SINCE 2 MONTHS AFTER I BOUGHT THE VEHICLE.
55	11042192	CHRYSLER	PACIFICA	2017	20170901	BERWYN	IL	2C4RC1BG8HR	20171101	7000	AS I WAS DRIVING THE VEHICLE SOMETIMES GOES LIKE IT WAS IN NEUTRAL THEN THE GEAR KICKS IN IT FEELS LIKE IF SOMEONE REAR ENDED YOU I HAVE TAKEN IT TO DEALER BUT NO FIX YET

Stall/Loss of Power Complaints, 2017 Chrysler Pacifica

56	11042619	CHRYSLER	PACIFICA	2017	20171027	GAHANNA	OH	2C4RC1DGXHR	20171102	400	<p>MY WIFE WAS DRIVING HOME FROM WORK AND SLOWING DOWN TO APPROACH A RED LIGHT. AS SHE WAS SLOWING, THE VEHICLE EXPERIENCED TOTAL SYSTEMS FAILURE. THE TOUCH SCREEN DISPLAY BECAME SCRAMBLED, STEERING WAS UNRESPONSIVE AND THE VEHICLE SLOWED TO A STOP. MY WIFE WAS UNABLE TO ACCELERATE, SHIFT GEARS OR TURN THE VEHICLE OFF. THREE POLICE OFFICERS PUSHED THE VAN INTO A NEARBY PARKING LOT. DURING THIS TIME NO ONE WAS ABLE TO TURN THE VEHICLE OFF OR SHIFT GEARS. FINALLY, THE CAR ESSENTIALLY REBOOTED ITSELF AND ALL SYSTEMS SEEMED TO RETURN TO NORMAL. THE CAR WAS TOWED TO THE DEALERSHIP ON 10-27-17, 12 DAYS AFTER PURCHASE WITH APPROXIMATELY 400 MILES. THE CAR HAS BEEN AT THE DEALERSHIP FOR 6 DAYS NOW AND NO PROBLEMS HAVE BEEN FOUND. THEY HAVE NOT BEEN ABLE TO RECREATE THE PROBLEM AND NO ERROR CODES WERE FOUND. THIS MEANS THE CAR HAS NOW BEEN IN THE SHOP FOR 1/3 OF THE TIME THAT HAS PASSED SINCE WE FIRST DROVE OFF THE LOT. THIS FAILURE IS DISTURBINGLY SIMILAR TO NUMEROUS OTHER COMPLAINTS THAT HAVE BEEN FILED. THANK GOODN...</p>
57	11045061	CHRYSLER	PACIFICA	2017	20171003	SHEBOYGAN	WI	2C4RC1DG0HR	20171110		<p>ENGINE SHUT OFF WITHOUT WARNING WHILE DECELERATING FOR A STOP SIGN ON A SLIGHT UPHILL GRADE, A BLOCK AFTER TURNING ONTO A SIDE STREET. THERE WAS NO DRAMA; IT JUST SHUT OFF. THE INSTRUMENT CLUSTER DISPLAYED A MESSAGE WITH INSTRUCTIONS TO SHIFT TO PARK BEFORE PRESSING THE START BUTTON. THE VEHICLE WAS DRIVEN APPROXIMATELY 5 MILES OVER THE SPAN OF 10 MINUTES BEFOREHAND, AT BOTH CITY AND HIGHWAY SPEEDS. THE SPEED BEFORE BRAKING FOR THE STOP SIGN WAS UNDER 20 MPH, AS IT WAS MAYBE 100 FEET UP THE BLOCK AFTER A TURN. AFTER PUTTING THE VEHICLE IN PARK, THE ENGINE WAS ABLE TO BE RESTARTED AND THE VEHICLE DRIVEN NORMALLY, WITH NO INDICATION THAT ANYTHING HAD HAPPENED</p>

04-10-2017, 07:25 PM

post #25 of 457 (permalink)

ChryslerCares
Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:
Originally Posted by **laprincipessa**

Van is up to 11K miles at this point and it apparently slipped out of drive I think?) while I was driving it again. Luckily, again, I was in a place where I was able to pull over without any major issues, and took a video of my dash. The dash said the car needs to be placed in park and then a gear may be selected. Meanwhile the gear shifter showed the card was already in D. Brought it to the dealer, told them of the problem and that I had a video of the dash. They were not interested in the video, and once again were unable to reproduce the issue. Once again, the car did not throw any codes either. The car was given several software updates, none having anything to do with the transmission. Husband asked what are our options at this point, and we were told that "if it happens a third time" then we will go to basically the next level or something. He also said that "Chrysler isn't going to just replace a transmission with no evidence of any problem." Extremely disappointed. This is our family vehicle. Between a rock and a hard place here.

Hi laprincipessa,

I'm sorry to hear about your ongoing concerns with your vehicle. Can you PM our page with your VIN? I'd like to document your concerns in our system and look into this further for you.

Andrea
Chrysler Social Care Specialist

1.

05-22-2017, 06:26 PM

post #34 of 457 (permalink)

ChryslerCares
Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:
Originally Posted by **kellyk82**

The same thing just happened to me. It's Saturday evening, so I can't take my Pacifica in today, but I am terrified to drive it. What if it happens while on the interstate at high speed? What if it happens while driving through the mountains? I don't want to be the reason a recall is initiated...

Hi kellyk82,

Were you able to follow up with (or make it in to) your dealership today to have this addressed?

Kori
Chrysler Social Care Specialist

Like



> Quote > Multi-Quote > Quick Reply

05-23-2017, 12:14 PM

post #43 of 457 (permalink)

ChryslerCares
Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:
Originally Posted by **gratefulmom**

Anyone have updates on this issue? I had the same problem today and it was a little frightening. I'm waiting at the dealership now. As this problem becomes more frequent & the cause is discovered I imagine the dealerships will have answers. Until then, being sent away 'until it happens again' is extremely unnerving. Any advice or updates would be appreciated. Thanks!

Hi gratefulmom,

If your vehicle is still at the dealership I'd like to create a Customer Care case for you and escalate it to a team who will be best able to assist you further. Just PM our page with your VIN, contact information, and dealership's name for further assistance.

Andrea
Chrysler Social Care Specialist

Centralia and myoshi like this

Like



> Quote > Multi-Quote > Quick Reply

05-23-2017, 12:22 PM

post #44 of 457 (permalink)

ChryslerCares
Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:
Originally Posted by **skidflap**

*My wife just experienced the same problem yesterday. Luckily was coming down a friend's driveway. Now the dash lights or intermittently going on and off. She is scared s/*less to drive my \$50,000 car. Has Chrysler done anything about this. Thanks
Fca site has June build listed.*

Hi skidflap,

Sorry to hear about this! If you decide to visit your local dealership please PM our page with your VIN, contact information and dealership's name so we can look into this further for you.

Andrea
Chrysler Social Care Specialist

Centralia likes this.

Like



> Quote > Multi-Quote > Quick Reply

05-23-2017, 02:08 PM

post #47 of 457 (permalink)

ChryslerCares
Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:
Originally Posted by **kellyk82**

*@Kori Yes, we took our Pacifica into our dealer first thing this morning. They've had it all day but haven't had any answers for us yet. Luckily we were given a loaner car, so I don't mind if they take their time.
I'm in contact with a couple other people on different forums regarding this issue, and all have said the same thing...Chrysler is being VERY uncooperative regarding this matter. I am so disappointed because I have just loved my Pacifica and felt like it was such a safe car for my three small children. Now I'm terrified to drive it. I keep thinking about the Toyota acceleration recall and the GM power steering recall...how many people died before they did anything about it? This is such a serious malfunction...Chrysler should be taking it VERY seriously.*

Hi kelly82,

Please feel free to send us your VIN in a PM at any time, and I will escalate this to a case manager so they can work with you through the repair process.

Kori
Chrysler Social Care Specialist

Like



> Quote > Multi-Quote > Quick Reply

05-23-2017, 03:41 PM

post #134 of 487 (permalink)

ChryslerCares

Quote:
Originally Posted by **650Pacifica**

*I think we may be another one to add to the growing list. Thank you to all who have posted details of their issues.
Two days ago my wife (and 9 year old son) was stopped in a left turn lane on a busy four lane road. When she began to turn, she got error messages and the engine shut off instead of being able to make her turn. One message was about the hood being open. Clearly the hood was not open and had not been open since we purchased the vehicle 5+ weeks ago. When she attempted to start the vehicle she got a message that the vehicle must be in park. But when she tried to shift the vehicle to park the knob would not turn. Some combination of funny letters eventually got the van started and she was able to get out of a vulnerable position.
Once she was underway again a blue warning light that looks like iron on the ESS disable button plus an exclamation point flashed several times.
In the two days since these events she has observed that same blue warning light on at least one additional occasion.
We now are trying to make sure that very undervalued ESS function is always turned off since we don't understand why that warning light would illuminate. We couldn't even find this warning light in the manual.
I called the dealership today. They seemed a little concerned, but only enough to schedule us an appointment for Tuesday of next week (2th day from now).
Sadly, my wife doesn't feel safe (nor do I feel safe with her and our two children) driving our van that we bought specifically for the safety ratings and blindspot feature. She'll be driving our 2016 Accord V6 (stands for "Value Package" believe it or not) car while I drive the Pacifica while hoping that nothing happens and we get a fix.
We haven't yet posted on the NHTSA site, but likely will unless our dealer comes up with a solution that we trust on Tuesday.
We hope this information is helpful to others out there and would appreciate any additional details who have similar information to post as well.*

ChryslerCares

Here to help with your questions and concerns. We have a team of experts who can help you with your vehicle. We'll get you the answers you need to get your vehicle back on the road.

Reply
Chrysler Social Care Specialist

06-21-2017, 05:57 PM

post #196 of 457 (permalink)

ChryslerCares
Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote

Originally Posted by **kheath330**

Go ahead and add the Heath family to this list! :--(we just replaced our grand caravan with a pacifica due to reliability concerns with our aging caravan. We have had the pacifica touring model for 2 weeks and have loved it... still has the paper plates. :--(It had 4500 miles on it when we got it and this happened to my wife twice in the last 2 days while driving our 2 kids (5 and 7yrs) around to various activities. She was on a major street 40 mph or so and the way she describes it is that the gas pedal doesn't work anymore, the screen says something about being in park to start, she pulled over and it restarted fine with no alerts. After it happened the second time I got her to describe it better and found this forum. I was hoping to get to the resolution after reading all 19 pages, but it looks like there is still none? I don't have to describe my concerns to the people here, who all seem to be families and surely are quite familiar with all of these worst case scenarios that have been playing on a loop in my head... so I guess I will have to leave work early and head to the dealership, which is on the other end of town.

Hi kheath330,

Sorry to hear about this! Please PM our page with your VIN so we can assist you further.

Andrea
Chrysler Social Care Specialist

kheath330 likes this



[Quote](#) [Multi-Quote](#) [Quick Reply](#)

06-23-2017, 02:09 PM

post #198 of 457 (permalink)

ChryslerCares
Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote

Originally Posted by **Level122**

My dealership didn't want to use the software updates you supplied they still want to replace the module

Hi Level122,

Are you referring to the TSBs we've posted related to Disconnect Theater? Please PM our page with your VIN so we can look into this further for you.

Andrea
Chrysler Social Care Specialist




[Quote](#) [Multi-Quote](#) [Quick Reply](#)

06-28-2017, 08:17 PM

post #195 of 457 (permalink)

ChryslerCares
Senior MemberJoin Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:

Originally Posted by **GTeacher5** 

I have just had the same issue. And, of course, the dealer tells me there is nothing wrong with the car. What was the end result with you??

Hi GTeacher5,

You're welcome to shoot us a private message with your VIN and contact info. If you have an appointment scheduled with your dealership, we can get a case started for you as well--I'm very sorry to hear about all this!

Kon
Chrysler Social Care Specialist



[Quote](#) [Multi-Quote](#) [Quick Reply](#)

07-03-2017, 07:53 PM

post #205 of 457 (permalink)

ChryslerCares
Senior MemberJoin Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:

Originally Posted by **Tuskwhite1** 

Please add me to the list. This just happened today. Was at a stop light and all of the sudden I get a message to put the vehicle in park to select the desired gear. The blue indicator light under D (drive) was blinking. Also the ess light came on stating that it was off. I quickly put it in park then drive and drove off. My vehicle is a 2017 model limited with a build date of 04/2017.

Hi Tuskwhite1,

We previously commented on your thread about the Uconnect Theater concern. Please let us know if we can help get you back to the dealership to make sure the concerns you've mentioned are properly addressed.

Kon
Chrysler Social Care Specialist


[Quote](#) [Multi-Quote](#) [Quick Reply](#)

07-10-2017, 12:31 PM

post #218 of 457 (permalink)

ChryslerCares
Senior MemberJoin Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:

Originally Posted by **suzyq** 

I have owned my car (Pacifica LX- gas) for a little over a year (bought it brand new last May 2016) and it has about 11,400 miles on it, we take good care of the van- regular oil changes, store it in the garage. Mine turned off without warning while I was trying to make a left turn across 3 lanes of traffic (busy road) today coming home from work. I lost all power steering, wheels locked up and were turning so slowly, and got the message saying vehicle must be in Park to restart. The shifter knob was in Drive still and the blue light was blinking but the car would not go!! I was stuck in the middle of the intersection! I put it in neutral and very slowly coasted off the road into my neighborhood and luckily didn't have my 3 small kids/babies with me-- I was terrified and panicked to say the least- I was shaking with fear of this close call that was out of my control and how the car just shut down without any warning. Luckily nobody was coming towards me or was behind me or I could have been in a huge car accident, possibly KILLED, b/c people drive like maniacs at high speeds here in Arizona. I am now scared to death to drive it b/c on the freeways people drive at 80+ miles per hour and my family can die if this happens again at the wrong moment. Hopefully we can get the car into the dealership shop but it doesn't sound promising that a solution would be found based off of other people's stories/experiences with this same DANGEROUS ISSUE. Someone is going to DIE if this doesn't get resolved!!

Hi suzyq,

Sorry to hear about your concerns with your vehicle; please PM our page with your VIN, dealership's name, and the date/time of your appointment so we can look into this further for you.

Andrea
Chrysler Social Care Specialist

07-11-2017, 05:12 PM

post #233 of 457 (permalink)

ChryslerCares

Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:

Originally Posted by **dwsdms**

2017 Pacifica Touring Plus van shut off three times... twice on 6/19 with 5,700 miles (once while parked and another time going 50 MPH merging onto highway I-76 in Philadelphia) and again on 7/4 with 6,200 miles while going 20 MPH in traffic. Took to dealer on 6/20 for this issue and a engine warning light. They fixed the light (fuel rail sensor) but could not recreate the "shut off" after an 80+ mile test drive. Reading these comments as well as other places it seems this is a widespread issue and is DANGEROUS to every person out there that has to drive in or with these faulty vans. Will Chrysler recall these weapons of driving destruction?

Hi dwsdms,

I'm so sorry to hear about your concerns with your vehicle. Have you contacted our Chrysler Customer Care Team to document your concerns and for further assistance? If not please PM our page with your VIN so I can start that process for you.

Andrea

Chrysler Social Care Specialist

LIVE


[Quote](#) [Multi-Quote](#) [Quick Reply](#)

07-11-2017, 05:13 PM

post #233 of 457 (permalink)

ChryslerCares

Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:

Originally Posted by **Momof5**

Hi all! I live in Pennsylvania, and I have a similar story. I've had my 2017 Pacifica Limited (not a hybrid) for about 2 weeks. Last night, while I was driving at 40 mph, the car shut down. Thankfully we were not on a highway, so nobody ran into us.

The engine suddenly, with no warning whatsoever, just stopped. The dot above the 'D' (for Drive) started flashing, and a message also started flashing: 'Shift to P to Start.' The car had turned itself off.

We came to a stop in the middle of the road. I put it in Park and then was able to turn it back on.

I had both hands on the wheel, so I never touched the starter button. The key fob was in my purse, which was not moved at all. I can't find any explanation for it.

We've put about 1500 miles on this vehicle, mostly highway miles, so I was lucky this occurred on a deserted backroad. I dropped it off at the dealership this morning, and now I'm waiting for an answer...

I also tried filing a report with NHTSA but hit electronic snags. Still working on that!

Hi Momof5,

I'm so sorry to hear about your concerns with your vehicle, please PM our page with your VIN so we can look into this further for you.

Andrea

Chrysler Social Care Specialist

LIVE

07-18-2017, 02:47 PM

post #270 of 457 (permalink)

ChryslerCares

Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:

Originally Posted by **biuselectric**

I am very thankful I found this forum, I have had this exact same issue with my 2017 Pacifica 3 times now, each time I bring it into the dealership and they run their tests and as everyone says, it has no error codes and they say nothing is wrong with my minivan and send me on my way, only for it to happen again. The minivan will lose all electronics and the engine will shut off or stall out, and will prompt me to shift to park and restart. The first time I was driving 45 mph and lost power steering, luckily no kids in the car, the second time I was in park, and the third time I was in drive but at a red light. The dealership each time said they couldn't reproduce the issue and Chrysler informed them that there is nothing wrong with the car. I was beginning to believe that my case was impossible to prove because it wont produce the codes for the technician but someone at Chrysler should be able to read these posts and realize that this is not a special case for one vehicle. If CHRYSLER is reading this please make sure the STAR technicians who keep telling our dealerships that there is nothing wrong with our minivans that they were wrong and need to address this issue right away. As someone else wrote earlier on in this post I thank God that A my kids weren't in the car and B that I was on a straight road only going 45mph, if I had been on a curve on the highway and lost power steering I would have crashed for sure. How can they stand by there product as being the #1 family vehicle if it shuts itself off in drive and their engineers and the dealerships selling them refuse to address the issue. To date I have taken the minivan in 5 separate times for this issue with no work being done, no updates, no parts, just excuses. I saw that CUSTOMER CARE contacted several others in this post, I would appreciate contact so maybe we can try to get this very real, very dangerous issue resolved.

Hi biuselectric,

I'm so sorry to hear about this! Have you already contacted Chrysler Customer Care to open a case with us? If not, please go ahead and send a private message with your VIN and contact information.

Ken

Chrysler Social Care Specialist

07-19-2017, 12:20 PM

post #278 of 457 (permalink)

ChryslerCares

Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote:

Originally Posted by **bhiggs72**

Hello,

We have owned a 2017 Pacifica for just 10 days and it has stalled twice. Once at a red light - we brought to the dealership on Saturday. They checked it out and said that nothing was wrong with the vehicle. Today (Tuesday), the vehicle stalled on the highway at 70 miles per hour. Needless to say, we are very upset. My wife and my two children were in the care as my wife steered towards the side of the road. Vehicle is again at the dealership. They gave us a loaner.

Hi bhiggs72,

I'm sorry to hear about your concerns with your vehicle, have you had a customer care case opened to further address your concerns? If not please PM our page with your VIN so I can begin that process for you.

Andrea
Chrysler Social Care Specialist



> Quote > Multi-Quote > Quick Reply

08-01-2017, 06:19 PM

post #287 of 457 (permalink)

ChryslerCares

Senior Member

Join Date: Oct 2016
Location: Auburn Hills, MI
Posts: 655

Quote

Originally Posted by **shelly berman**

I have the Pacifica 2017 (not hybrid) and this happened to me last night on the highway. I was driving with kids in the backseats and the car just turned off on the highway (I lost power steering, engine, headlights etc.). Thankfully, I was able to partially pull off to the side of the highway put the car in park and restart it. (It actually happened again a few minutes later but then the power came back on without me having to do anything.) I already filed a complaint on the NHTSA website.

Have there been any responses yet from Chrysler or NHTSA yet?

Thanks a lot.

Marc

Hi Marc,

Have you let your dealership know about what happened? We'd like to make sure this is documented and addressed.

Ken
Chrysler Social Care Specialist



> Quote > Multi-Quote > Quick Reply

October 22, 2017

Mr. Sergio Marchionne
Chief Executive Officer, Fiat Chrysler Automobiles N.V.
1000 Chrysler Drive
Auburn Hills, Michigan 48326

RE: **2017 Chrysler Pacifica**
Major Safety Defect - Loss of Power While in Motion

Dear Mr. Marchionne:

I write to alert you to a major safety defect with the 2017 Chrysler Pacifica that I fear your staff may not yet have brought to your attention.

I, along with nearly 50 other Pacifica owners who have filed complaints with the National Highway Transportation Safety Administration (NHTSA)¹ and countless others who have posted in online forums, have had our vehicles suddenly lose power while in motion. This has occurred without warning and left Chrysler drivers unable to accelerate, decelerate, or use power steering. The vehicle has lost power at varying speeds, ranging from 15 miles per hour on a local road to more than 70 miles per hour on a major highway. All NHTSA complainants report that neither their local Chrysler service department nor any of your corporate technicians can replicate this critical malfunction. As a result, Chrysler claims it can offer no definitive resolution. Instead, on all known occasions your company merely advises affected Pacifica owners to continue driving the vehicle until they experience this major safety defect again. To be certain, this is a defect that — if left unaddressed — will eventually cause the grievous injury or death of a Pacifica driver, his or her passengers, and conceivably those with whom the Pacifica shares the road.

Chrysler's inaction on this major safety defect is reckless, irresponsible, and potentially criminally negligent.

I am an attorney and have consulted with legal counsel specializing in lemon law and class-action lawsuits. As Chrysler's Chief Executive, I implore you to avoid the expense of litigation that arises from the failure to address this safety defect while the number of affected Pacifica owners is not overwhelming.

It is entirely possible that until receiving this letter you were unaware that the 2017 Pacifica is experiencing this complete system failure. Those who work for you, however, cannot reasonably

¹ See NHTSA, 2017 Chrysler Pacifica - Complaints, at <https://www.nhtsa.gov/vehicle/2017/CHRYSLER/PACIFICA/VAN/FWD#complaints> (87 complaints as of October 22, 2017, with more than half reporting that the complainant's vehicle lost power while in motion).

claim the same. As I indicated above, there are nearly 50 filed complaints on NHTSA's public website with reports of the vehicle losing power while in motion. There are many others posting on various online forums.² On these same forums, no less than 16 times in the last five months, individuals self-identifying as "Chrysler Social Care Specialists" have invited specific owners to provide a VIN so that Chrysler could open a case to address their problem.³ Countless owners with whom I am in direct contact have similarly initiated their own "star" cases, having elevated their claims with Chrysler corporate case managers across the country. Finally, one driver captured his Pacifica's loss of power on video and posted it to Twitter.⁴ #Chrysler was tagged. There is more than sufficient evidence to establish that Chrysler is corporately aware of this major safety defect. In failing to issue a recall though, it has made an apparent choice to do nothing about it. With my family's safety at risk, I cannot and will not do the same.

To date I have spoken with investigators from NHTSA's Office of Defects Investigation, as well as with representatives from the Center for Auto Safety. As noted above, I have also engaged legal counsel.

I am asking that you or a member of your executive team please contact me at [REDACTED] upon receiving this letter. I would be happy to provide you any additional information you require to ensure that the defect is responsibly addressed, lives are not further endangered, and litigation is avoided.

Thank you. I look forward to hearing from you.

Sincerely,

Adam J. Cohen

Attachment: October 2017 Letter to NHTSA, Office of Defects Investigation

Cc: Board of Directors, Fiat Chrysler Automobiles

² See PacificaForums.com, at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving.html>; Facebook, Chrysler Pacifica Owners group, at <https://www.facebook.com/groups/1113057305433292/>; Car Problem Zoo, at <http://www.carproblemzoo.com/chrysler/pacifica/engine-shut-off-without-warning-problems.php>.

³ See, e.g., PacificaForums.com, at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving-3.html> (post numbers 25, 34, 43, 44, 47, 134, 186, 188, 195, 205, 218, 232, 233, 270, 278, and 287).

⁴ See <https://twitter.com/shpbay>; PacificaForums.com, at <http://www.pacificaforums.com/forum/474-chrysler-pacifica-minivan-issues-problems/2937-vehicle-shut-off-while-driving-41.html> (post 403).