



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

AM 10 15
13-NOV-2009

Reference No.
10292103

OWNER INFORMATION (Type or Print)

Name

Address

City

SUWANEE

State

GA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2A8HR54P28R

Make

CHRYSLER

Model

TOWN&COUNTRY

Model Year

2008

Date Purchased

1-2-10

Dealer's Name and Telephone Number

MALL OF GA CHRYSLER DODGE JEEP

Engine:

No: Cylinders

6

Fuel Type:

Gasoline

Original Owner

☐

Dealer's City

Buford

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

15-SEP-2008

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

22000

Failure Speed

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash

☐ Yes

☒ No

Fire

☐ Yes

☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN- AND-COUNTRY. ALL OF THE GAUGES ON THE INSTRUMENT CONTROL PANEL WERE INOPERATIVE. ALSO ALL OF THE WARNING LIGHTS WOULD ILLUMINATE ON THE INSTRUMENT CONTROL WITHOUT WARRANT. ALSO THE VEHICLE WOULD INTERMITTENTLY GO INTO LYPH MODE, WHICH WOULD CAUSE THE VEHICLE TO DOWN-SHIFT. THE VEHICLE WAS TAKEN TO THE DEALER MULTIPLE TIMES, AND THE CLOCK-SPRING, WIRING-PLUG, AND PVC VALVE WERE REPAIRED. NONE OF THE REPAIRS REMEDIED THE FAILURE. FINALLY THE DEALER INSULATED THE WIRING CABLE, WHICH REMEDIED THE FAILURE. THE FAILURE MILEAGE WAS 22,000. THE CURRENT MILEAGE WAS 29,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Intermittent electrical problems. Took car back 5 times to repair. The car was not safe to drive but they said they could not find the problem and told me they could do nothing. A few times they said they thought they fixed it. The problem would come and go. The last time I took it in they said they found a wire in the back panel near the hatch tail gate door. I do believe they fixed it this time. The car was sure not safe to drive while I had this problem. Love the car.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

Suwanee, GA

NORTH METRO GA 300

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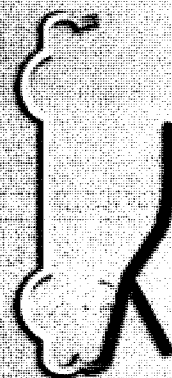
WASHINGTON, DC

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Operations Administration (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration