

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
	<p>OWNER INFORMATION (Type or Print)</p> <p>Name: [REDACTED] Address: [REDACTED] City: FT PIERCE State: FL Zip Code: [REDACTED]</p>		<p>Date Received OCT 19 2010 26-JUL-2010</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10345356</p>
<p>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).</p>				
VEHICLE INFORMATION				
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2A4RR5D13AR [REDACTED]</p>		<p>Make CHRYSLER</p>	<p>Model TOWN & COUNTRY</p>	<p>Model Year 2010</p>
<p>Date Purchased 1-19-10</p>	<p>Dealer's Name and Telephone Number VERO BEACH CHRYSLER - JEEP - Dodge</p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City VERO BEACH, Florida</p>	<p>State FL</p>	<p>Zip Code 32962</p>	
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 11-MAY-2010</p>	
FAILED COMPONENT(S)/PART(S) INFORMATION				
<p>Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE</p>			<p>Failure Mileage 8666</p>	<p>Failure Speed 30</p>
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE				
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE				
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>		
<p>Seat Type:</p>	<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>		
APPLICABLE INCIDENT INFORMATION				
<p>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>				
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>
<p>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).</p> <p>TL* THE CONTACT OWNS A 2010 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING AT 30 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT WAS ABLE TO RESTART THE VEHICLE WITHIN MINUTES. THE CONTACT STATED THE FAILURE WOULD OCCUR INTERMITTENTLY AND WITHOUT WARNING, THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES BUT THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS NOT CONTACTED, THE FAILURE AND CURRENT MILEAGE WAS 8,666.</p>				
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>				
<p>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.</p>				



FIVE STAR



VERO BEACH CHRYSLER-JEEP-DODGE

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REGISTRATION NO. MV-17324



FIVE STAR



DODGE

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Jeep

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CUSTOMER NO. 83244	ADVISOR CHAD GLOGOVSKY	TAG NO. 331 125	INVOICE DATE 09/28/10	INVOICE NO. CHCS183086
	LABOR RATE	LICENSE NO.	MILEAGE 10,019	COLOR BLUE/
	YEAR / MAKE / MODEL 10/CHRYSLER/TOWN & COUNTRY/VAN	DELIVERY DATE 01/19/10	STOCK NO. 10-225	
FORT PIERCE, FL	VEHICLE I.D. NO. 2 A 4 R R 5 D 1 3 A R	DEL. DEF. MILES 110		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 09/28/10	

MO: 10019

JOB# 1 CHARGES

LABOR
1 08CHZ
ELECTRICAL TECH(S):242
CUSTOMER STATES VEH WILL SHUT OFF AT RANDOM WHILE DRIVING AS IF IGN IS TURNED OFF, OCCURED IN CUSTOMERS DRIVEWAY. NOTICED IGN SWITCH DOES NOT RETURN FULLY TO RUN POSITION AFTER STARTING (WHEN CONCERN HAPPENS) NOTED THAT IGN WILL RETURN PAST "RUN" TO "ACC" AND VEH WILL SHUT OFF.
INSPECTED VEH. FOUND DURING START CYCLE IF KEY RELEASE DID NOT RETURN KEY TO RUN POSITION ON WIN MODULE.
INTERNAL FAILURE OF WIN MODULE
REPLACED WIN MODULE AND REPROGRAMMED KEYS. RETESTED FOUND NEW WIN TO HAVE MORE DETENTS IN IGN CYCLE

WARRANTY

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or 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 products or service sold under the terms of this estimate.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	5026875-AE	RECEIVER 8035031		0.00
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR
2 01CHZ01
27 POINT INSPECTION TECH(S):242
PERFORM FREE 27 POINT INSPECTION PREVENTIVE INSPECTION COMPLETED BY INSPECTING ALL ENGINE BELTS, FILTERS FRONT AND REAR DISC BRAKES, ALL TIRE PRESSURES AND TREAD DEPTHS, WIPER BLADES, ALL HOSES AND TOPPED OFF ALL FLUIDS ADVISED CUSTOMER OF ANY RECOMMENDED SERVICES BASED ON TIME AND OR CURRENT MILEAGE

0.00

Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first, or 12 months on Parts Only.

**The above limited warranties exclude seals and gaskets.

JOB# 2 TOTALS

COMMENTS
WAIT

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

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FIVE STAR



DODGE

CHRYSLER



Jeep

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CUSTOMER NO. 83244	CHAD GLOGOVSKY	331 TAG NO 327	INVOICE DATE 07/21/10	INVOICE NO CHCSI80497
	LABOR RATE	LICENSE NO.	MILEAGE 8,499	COLOR BLUE/
	10/	CHRYSLER/TOWN & COUNTRY/VAN	DELIVERY DATE 01/19/10	DELIVERY MILES 110
	VEHICLE # 2A4RR5D13AR			
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/21/10	
	BUSINESS PHONE	COMMENTS		MO: 8507

JOB# 1 CHARGES

LABOR # 1 15CHZ DRIVEABILITY HOURS: TECH(S):242 WARRANTY
 CUST STATES THAT WITH OUT NOTICE ENGINE WILL QUIT AND NO LAMPS INDICATE ON DASH. ENGINE WILL RESTART IMMEDIATELY THIS HAS HAPPENED 3 TIMES IN 3 WEEKS SEE L.L. NOTICED WHEN VECH STALLS. GAUGES WOULD CLICK/BOUNCE NO CODES. NO TSBS TO ADDRESS CONCERN. ALL MODULES UPDATED TESTDROVE VECH WITH LL. NO ABNORMAL OPERATION NO FURTHER WORK PERFORMED

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR # 2 01CHZ01 27 POINT INSPECTION HOURS: 0.00 TECH(S):242 0.00
 PERFORM FREE 27 POINT INSPECTION PREVENTIVE INSPECTION COMPLETED BY INSPECTING ALL ENGINE BELTS, FILTERS FRONT AND REAR DISC BRAKES, ALL TIRE PRESSURES AND TREAD DEPTHS, WIPER BLADES, ALL HOSES AND TOPPED OFF ALL FLUIDS ADVISED CUSTOMER OF ANY RECOMMENDED SERVICES BASED ON TIME AND OR CURRENT MILEAGE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

COMMENTS WAIT

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Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first, or 12 months on Parts Only.

**The above limited warranties exclude seals and gaskets.

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