



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](http://www.nhtsa.dot.gov/hotline)

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
FOR AGENCY USE ONLY 100148  
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

Date Received

23-AUG-2010

Repository ☐

Reference No.  
10351216

**OWNER INFORMATION (Type or Print)**

Name   
Address   
City LAPEER State MI 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<br>2A8HR54189F <input type="text"/> |                                    | Make<br>CHRYSLER  | Model<br>TOWN AND COUNTRY | Model Year<br>2009              |
| Date Purchased                                                                                                              | Dealer's Name and Telephone Number |                   | Engine:<br>No: Cylinders  | Fuel Type:                      |
| Original Owner<br><input type="checkbox"/>                                                                                  | Dealer's City                      | State             | Zip Code                  |                                 |
| Transmission Type<br><input type="checkbox"/> Antilock Brakes<br><input type="checkbox"/> Cruise Control                    | Powertrain                         | Multiple Failure: |                           | Incident Date(s)<br>17-AUG-2010 |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 170000 LATCHES/LOCKS/LINKAGES, 162600 STRUCTURE: BODY:  
HATCHBACK/LIFTGATE

Failure Mileage  
14000

Failure Speed

**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: DOTM19ABC036) | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths | Reported to Police<br>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 2009 CHRYSLER TOWN AND COUNTRY. THE VEHICLE WAS PARKED WITH THE REAR LIFT GATE OPEN WHEN THE CONTACT ACTIVATED THE AUTOMATIC LIFT GATE CLOSE BUTTON FROM THE VEHICLE INTERIOR. THE LIFT GATE WAS SLOW TO CLOSE AND THE CONTACT ATTEMPTED TO ASSIST BY MANUALLY CLOSING THE LIFT GATE. WHILE PULLING THE LIFT GATE DOWNWARD, IT BEGAN TO INVOLUNTARILY REOPEN UNTIL HEAVY FORCE WAS USED. SINCE THE FAILURE, THE CONTACT STATED THERE WERE ABNORMAL NOISES COMING FROM THE LIFT GATE WHEN OPENING OR CLOSING. AN AUTHORIZED DEALER WAS NOTIFIED AND THE CONTACT WAS INFORMED THAT HE WOULD HAVE TO PAY TO HAVE THE LIFT GATE REPAIRED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 14,000.

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.