

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 03-JAN-2011	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
SCENECTADY		NY			
Zip Code					
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make		Model
104GP54L7XB			CHRYSLER		TOWN AND COUNTRY
Date Purchased		Dealer's Name and Telephone Number		Model Year	
7/99		Armony Garage 888 519 0495		1999	
Original Owner		Dealer's City		Engine:	
☐		Albany		No: Cylinders	
		State		V6 3.8L	
		NY		Fuel Type:	
		Zip Code		Gas	
		12205			
Transmission Type		☒ Antilock Brakes		Incident Date(s)	
Auto		☒ Cruise Control		01-JAN-2010	
Powertrain		Multiple Failure:			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 021000 SUSPENSION: FRONT, 161000 STRUCTURE: FRAME AND MEMBERS, 161100 STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS				Failure Mileage	
				158000	
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: DOTM4L9ABC036)		☐ Original Equipment		Failure Location:	
		☐ Prior Repair			
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 1999 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT AFTER ADDING OIL IN THE VEHICLE, HE NOTICED THAT THE SHOCK STRUT TOWERS WERE RUSTED AND WOULD CAUSE THE STRUCTURE OF THE VEHICLE TO FRACTURE. THE VEHICLE WAS NEITHER INSPECTED NOR REPAIRED FOR THE FAILURE. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS APPROXIMATELY 158,000.					
MAR 14 2011					
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.					



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Action Crash Strut Tower Repair Kit - Front Left - Driver Side

Part Number: 1571-04040575

Notes: FRONT STRUT TOWER REPAIR KIT, LEFT INCLUDES TOWER CAP 5080009AA AND MOUNTING KIT 5086513AB

Position: Front Left - Driver Side

Availability: In Stock

Condition: New

Shipping Options:

Ground Only

Your Price: **\$33.04**

Quantity:



Select Year

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This Product Fits the Following:

Catalog: Action Crash

Vehicle	Notes
• 1996 Chrysler Town & Country	FRONT STRUT TOWER REPAIR KIT, LEFT INCLUDES TOWER CAP 5080009AA AND MOUNTING KIT 5086513AB
• 1997 Chrysler Town & Country	FRONT STRUT TOWER REPAIR KIT, LEFT INCLUDES TOWER CAP 5080009AA AND MOUNTING KIT 5086513AB
• 1998 Chrysler Town & Country	FRONT STRUT TOWER REPAIR KIT, LEFT INCLUDES TOWER CAP 5080009AA AND MOUNTING KIT 5086513AB
• 1999 Chrysler Town & Country	FRONT STRUT TOWER REPAIR KIT, LEFT INCLUDES TOWER CAP 5080009AA AND MOUNTING KIT 5086513AB
• 2000 Chrysler Town & Country	FRONT STRUT TOWER REPAIR KIT, LEFT INCLUDES TOWER CAP 5080009AA AND MOUNTING KIT 5086513AB



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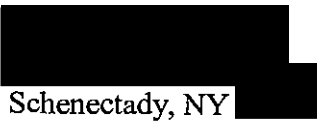
February 19, 2011

National Highway Traffic Safety Administration

Re: 1999 Chrysler Town & Country

Incident Information

The shock tower was rusted, and the strut (shock/spring) broke thru the body of the tower. Fortunately, the strut came to rest, only inches away, on a shelf directly above it (see photos). I brought the vehicle to a local body shop for repair. He was able to buy a strut tower repair kit from Chrysler (example kit included). He was able to rebuild the shock tower by welding sheet metal and the repair part to recreate the original tower shape. He formed and reinforced the shock tower. Because the body shop person was a friend of mine, he helped me out with the cost and only charged \$450 for the repair. I been driving the vehicle every day since.


Schenectady, NY 

