


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 (Do Not Write) Date Received DEC 7 2011 02-MAY-2011		5 U.S.C. 552(B)(6) Repository <input type="checkbox"/> Reference No. 10398631
		OWNER INFORMATION (Type or Print)		Daytime Telephone Number Evening Telephone Number		E-mail Address
Name Address City OKLAHOMA CITY State OK Zip Code						
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 2A8HR44H28R		Make CHRYSLER		Model TOWN & COUNTRY		Model Year 2008
Date Purchased Original Owner <input type="checkbox"/>		Dealer's Name and Telephone Number Dealer's City State Zip Code		Engine: No: Cylinders		Fuel Type:
Transmission Type AUTO		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain		Multiple Failure: YES
				Incident Date(s) 22-NOV-2010		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Codes: 062000 ENGINE AND ENGINE COOLING; COOLING SYSTEM, 060000 ENGINE AND ENGINE COOLING				Failure Mileage 50000		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)		<input type="checkbox"/> Original Equipment <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 & COUNTRY. THE CONTACT STATED THE HOSE THAT CONNECTED THE AIR CONDITIONER COMPRESSOR TO THE FIRE WALL WAS FRACTURED AND CAUSING FREON TO LEAK. THE CONTACT REPAIRED THE HOSE BY USING PARTS FROM A LOCAL MECHANIC BUT THE REPAIR DID NOT REMEDY THE ISSUE. THE CONTACT WAS ADVISED TO TAKE THE VEHICLE TO AN AUTHORIZED DEALER BUT THE CONTACT DID NOT AND THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 50,000.						
I FIXED IT THREE TIMES - THE LAST TIME CHRYSLER HAD CHANGED THE DESIGN OF THE HOSE TO WORK PROPERLY - HOPEFULLY.						
WRONG!						
REPAIRED HOSE ON CREDIT REMAIN						
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)

MILLIONS OF POUNDS OF FREON ARE PROBABLY GOING UP IN THE AIR BECAUSE OF THIS PROBLEM. THERE NEEDS TO BE A RECALL

MILLIONS OF POUNDS

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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 Owners Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration

