


INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)		FOR AGENCY USE ONLY 100148	
 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	
OWNER INFORMATION (Type or Print)		Date Received AUG 29 2011 23-MAY-2011	Repository <input type="checkbox"/> Reference No. 10402389
Name <input type="text"/>		Daytime Telephone Number <input type="text"/>	E-mail Address <input type="text"/>
Address <input type="text"/>		Evening Telephone Number <input type="text"/>	
City ERIE	State PA	Zip Code <input type="text"/>	
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 2A4RR5D11A <input type="text"/>		Make CHRYSLER	Model TOWN & COUNTRY
Model Year 2010		Date Purchased <input type="text"/>	Dealer's Name and Telephone Number <input type="text"/>
Engine: No: Cylinders <input type="text"/>		Fuel Type: <input type="text"/>	
Original Owner <input type="checkbox"/>	Dealer's City <input type="text"/>	State <input type="text"/>	Zip Code <input type="text"/>
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain <input type="text"/>	Multiple Failure: <input type="text"/>	Incident Date(s) 01-MAY-2011
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage 19500	Failure Speed 25
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make <input type="text"/>	Tire Model (Name or Number) <input type="text"/>	Tire Size (Example P215/65R15) <input type="text"/>	
DOT No. (Example: DOTM9ABC036) <input type="text"/>	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: <input type="text"/>	
Tire Component Code <input type="text"/>		Tire Failure Type: <input type="text"/>	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make: <input type="text"/>	Date Manufactured: <input type="text"/>	Model No./Name: <input type="text"/>	
Seat Type: <input type="text"/>		Installation System: <input type="text"/>	
Child Seat Component Code: <input type="text"/>		Failed Part: <input type="text"/>	
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 <input type="text"/>	Number of Deaths <input type="text"/>
		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 2010 CHRYSLER TOWN & COUNTRY. THE CONTACT WAS DRIVING 25 MPH WHEN THE KEY INDEPENDENTLY MOVED IN THE IGNITION SWITCH FROM ON TO ACC, CAUSING THE VEHICLE TO STALL. THE CONTACT WAS ABLE TO RESTART THE VEHICLE AND IT WAS TAKEN TO THE DEALER. THE DEALER WAS UNABLE TO DUPLICATE THE FAILURE SO THERE WERE NO REPAIRS PERFORMED. THE CONTACT CALLED THE MANUFACTURER BUT THE MANUFACTURER WOULD NOT PROVIDE ANY ASSISTANCE BECAUSE THE DEALER HAD NOT STATED WHAT WAS CAUSING THE PROBLEM. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER: 11V139000 (ELECTRICAL SYSTEM:IGNITION) BUT THE MANUFACTURER WAS UNABLE TO IDENTIFY THE RECALL. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 19,500.			
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 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)

As can be seen by the attached invoices, the WIN module was replaced on 6/8/11 as this was a possible cause of the problem. We had no further problems however also did not drive the van very much. Upon receiving a recall notice (attached) we did as suggested and removed all items from the key fob then scheduled an appointment on 7/27 for the recall service. We have had no further incidents of power failure and believe that the problem has been effectively resolved.

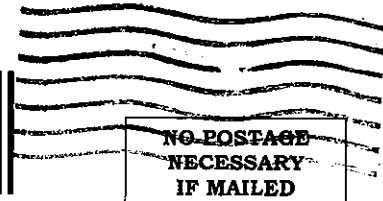
ATTACH ADDITIONAL SHEETS IF NECESSARY

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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

SAFETY RECALL L25 WIRELESS IGNITION NODE MODULE DETENTS

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2010 model year Dodge Grand Caravan, Dodge Journey and Chrysler Town & Country vehicles.

DUE TO A SHORTAGE OF THE PARTS REQUIRED TO REMEDY YOUR VEHICLE, IN MID JULY YOU MAY CALL YOUR CHRYSLER OR DODGE DEALER TO ARRANGE FOR A SERVICE APPOINTMENT TO CORRECT A POTENTIAL SAFETY DEFECT ON YOUR VEHICLE.

The problem is... Upon starting your vehicle (VIN: 2A4RR5D11AR [REDACTED]), the Frequency Operated Button Ignition Key (FOBIK), may not fully seat in the "On" position. If not fully seated, under certain operating conditions (for example bumpy roads) the FOBIK could inadvertently move to the "Accessory" mode. This could cause unintended engine shut off and increase the risk of a crash under certain driving conditions.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the WIN module and install a secondary FOBIK detent system if required. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Parts to complete this recall will be available in dealerships on July 15, 2011. At that time, contact your Chrysler, Jeep, or Dodge dealer to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

Until this repair is completed, the vehicle can be driven. However, as a precaution, all drivers are advised to remove all objects from the FOBIK (such as additional keys, key chains, etc.) and ensure that the FOBIK is securely and correctly aligned in the "On" position and not aligned between the "On" and "Accessory" position before driving the vehicle.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.chrysler.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler Group LLC
Notification Code L25

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



DODGE

CHRYSLER

Jeep



Chrysler, Jeep, Dodge, Ram and Mopar are registered trademarks of Chrysler Group LLC.

GARY MILLER

CHRYSLER-JEEP

5746 Peach Street • ERIE, PA 16509
Telephone (814) 868-3635



42272	CHRISTOPHER FISHER	27128	594	05/20/11	CHCS103509
	PLATE	CENSE NO.	MILEAGE	COLOR	STOCK NO.
			19,552	BLUE/	
	10/CHRYSLER/TOWN & COUNTRY/4DR WGN T			DELIVERY DATE	DELIVERY MILES
	2 A 4 R R 5 D 1 1 A R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE	
				05/20/11	
					MO: 19563

LABOR

1 18CHZ **DRIVABILITY** **TECH(S):40129**

CUSTOMER STATES THAT WHILE DRIVING VEHICLE WILL SHUT OFF JUST LIKE IF KEY IS TURNED OFF. WILL START RIGHT BACK UP TEST DROVE VEHICLE SEVERAL MILES & SCANNED SYSTEM FOR CODES NONE AVAIL

2+10CHZ **LUBE OIL FILTER** **TECH(S):40129**

Added Operation (CHRISF @ 05/20/2011 07:40)
LUBRICATE CHASSIS. CHANGE OIL AND FILTER COMPLETED

		TOTAL - LABOR	23.40
--	--	----------------------	-------

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	4105409-AC	FILTER EN 9057006	7.75	7.75
JOB # 2	6	68055890-AA	OIL 5W20 1081090	3.35	20.10
			TOTAL - PARTS		27.85

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	1	SERVICE SPECIAL		-26.30
			TOTAL - MISC	-26.30

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$24.95 (+TAX)

TOTALS

INITIALING IS RECEIPT & ACKNOWLEDGEMENT THAT I HAVE RECEIVED A COPY OF THE EMISSIONS TEST. INITIALS :	TOTAL LABOR....	23.40
THANK YOU FOR YOUR PATRONAGE BRIAN SHELLEY SERVICE MANAGER	TOTAL PARTS....	27.85
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC	-26.30
	TOTAL TAX.....	1.50
	TOTAL INVOICE \$	26.45

CASH () CHK () VISA () M/CARD () AMERX () DISC ()
REC'D BY

WARRANTY

LIMITED WARRANTY:
This dealership warranties all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment, manufactured parts are made solely by the manufacturer or supplier of said parts. Except for any limited warranty given herein, this dealership disclaims all warranties, express or implied, including any implied warranties 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 said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase.

REPAIR WARRANTY
MDPAR 12MONTHS OR 12,000 MILES WHICHEVER COMES FIRST
ALL OTHERS 3 MONTHS OR 3,000 MILES WHICHEVER COMES FIRST

THE UNDERSIGNED HAS READ AND AGREES TO THE TERMS OF THE SALE.
THE UNDERSIGNED HAS RECEIVED ALL COPIES RELATED TO BUT NOT LIMITED TO EMISSION TESTING & SAFETY INSPECTIONS

CUSTOMER SIGNATURE _____

Thank You!

TO ORDER: www.gmcc.com 1-800-344-0035, Ex 1-900-531-9055
EJ.H. / THRWV
By: and Reynolds

CUNNINGHAM CHRYSLER OF EDINBORO, INC.

12481 Edinboro Road
 EDINBORO, PA 16412
 Telephone: (814) 734-3300



DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from this dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

REF ID: 19455	ADVISOR AARON DIEHL	285	TAG NO. 613	INVOICE DATE 06/08/11	INVOICE NO. CHCS113276
	LABOR RATE	LICENSE NO.	MILEAGE 19,723	COLOR /	STOCK NO. 10150
ERIE, PA	YEAR / MAKE / MODEL 10/CHRYSLER/TOWN & COUNTRY/SW			DELIVERY DATE 03/23/10	DELIVERY MILES 112
	VEHICLE I.D. NO. 2 A 4 R R 5 D 1 1 A R			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 06/01/11	
	BUSINESS PHONE	COMMENTS			

LABOR & PARTS
 # 1 02CHZ11 MISFIRES/CUTS OUT HOURS: 0.60 TECH(S): 10 WARRANTY
 CUSTOMER STATES VEHICLE HAS DIED OUT INTERMITTENTLY AND IS LOSING POWER
 CHECKED FOR CODES, TSB'S AND FLASHES. NONE APPLY. CONTACTED STAR ONLINE, REQ# 183440, NO SUGGESTIONS. CHECKED WIRING NO LOOSE WIRING FOUND. LED TO REPLACING WIN MODULE. REPLACED WIN AND DROVE. NO PROBLEMS AT THIS TIME.

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

TOTALS

PAYMENT () CASH () CHECK () CHARGE	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

OUR GOAL IS FOR EVERY SERVICE CUSTOMER TO BE 100% SATISFIED WITH WORK PERFORMED ON THEIR VEHICLE. ALSO ALL REPAIRS HAVE BEEN EXPLAINED. YOU MAY BE RECEIVING A SURVEY FROM CHRYSLER IN THE MAIL PLEASE COMPLETE AND MAIL IT IN WITH COMPLETELY SATISFIED. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CALL ME AT ONCE!!

THANK YOU FOR YOUR BUSINESS
 RANDY HULL
 SERVICE MANAGER

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****

CUNNINGHAM CHRYSLER OF EDINBORO, INC.

12481 Edinboro Road
 EDINBORO, PA 16412
 Telephone: (814) 734-3300



DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from this dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

CUSTOMER NO. 19455	ADVISOR AARON DIEHL	285	TAG NO. 468	INVOICE DATE 07/27/11	INVOICE NO. CHCS114462
	LABOR RATE	LICENSE NO.	MILEAGE 20,318	COLOR	STOCK NO. 10150
ERIE, PA	YEAR / MAKE / MODEL 10/CHRYSLER/TOWN & COUNTRY/SW			DELIVERY DATE 03/23/10	DELIVERY MILES 112
	VEHICLE ID. NO. Z A 4 R R 5 D 1 1 A R			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 07/27/11	
RESERVED PHONE	BUSINESS PHONE	COMMENTS			

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
RECALLS				
	CAMPAIGNS	HOURS: 0.20	TECH(S): 25009	WARRANTY
	RECALL L25			
	PERFORMED RECALL L25			
PARTS				
1	CBN1L251-AA	SPACER		
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
TOTALS				
PAYMENT () CASH () CHECK () CHARGE			TOTAL LABOR....	0.00
			TOTAL PARTS....	0.00
			TOTAL SUBLET....	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

OUR GOAL IS FOR EVERY SERVICE CUSTOMER TO BE COMPLETELY SATISFIED WITH WORK PERFORMED ON THEIR VEHICLE. ALSO ALL REPAIRS HAVE BEEN EXPLAINED. YOU MAY BE RECEIVING A SURVEY FROM CHRYSLER IN THE MAIL PLEASE COMPLETE AND MAIL IT IN WITH COMPLETELY SATISFIED. IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CALL ME AT ONCE!!

THANK YOU FOR YOUR BUSINESS
 MIKE TAYLOR
 SERVICE MANAGER

CUSTOMER SIGNATURE _____