



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

FOR AGENCY USE ONLY 100148

Date Received

08-AUG-2011

Repository ☐

Reference No.
10417983

OWNER INFORMATION (Type or Print)

Name

Address

City

PITTSBURGH

State

PA

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

2A8HR44H68R

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

2008

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

07-AUG-2011

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

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)

☐ Original Equipment
☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ 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).

CHRYSLER RECALLED 1008 TOWN AND COUNTRY BUT DID NOT INCLUDE OUR VIN NUMBER.

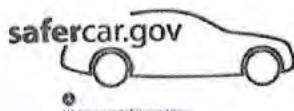
WE USE OUR VEHICLE WITH 2 CHILDREN IN VAN. IT SAID THE AIRBAG MAY DEPLOY AT ANY TIME WHILE DRIVING,

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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.



AUG 15 2011

Safety Complaint Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10417983

Your Complaint Information**Acknowledgement**

An e-mail was sent to [REDACTED]

Complaint Information**Description:**

chrysler recalled 2008 town and country but did not include our vin number. we use our vehicle with 2 children in van. it said the airbag may deploy at any time while driving.

Approximate Incident Date: 8/7/2011

Your responses to the questions regarding the incident:

Deaths/Injuries: No

Property Damage: No

Crash: No

Fire: No

Police Report: No

[top](#)**Vehicle Information**

VIN: 2A8HR44H68R [REDACTED]

Year, Make, Model: 2008 CHRYSLER TOWN AND COUNTRY

Vehicle Details

Failure Mileage:

Speed:

Vehicle Component Information

Component 1: AIR BAGS

[top](#)**Consumer Information**

Name: [REDACTED]

Daytime Phone: [REDACTED] Ext:

Evening Phone: [REDACTED]

E-mail: [REDACTED]

Fax:

Address: [REDACTED]

pittsburgh

8-08-2011

Please Edit my Complaint

Description: I put 1008 instead
of 2008

Please Correct
This.

Thank you

VIN # 2A8HR44H68R

[REDACTED]
Pittsburgh, Pa [REDACTED]

PITTSBURGH PA 152

09 AUG 2011 PM 6 L



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS - 210
1200 New Jersey Ave SE.
West Bldg.
Washington DC 20590