


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.B. No. 2122-0008

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received DEC 9 2011</p>		<p>Repository <input type="checkbox"/></p>		<p>21-NOV-2011</p>	
<p>Reference No. 10436549</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>Evening Telephone Number [REDACTED]</p>		<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [REDACTED]</p>		<p>Address [REDACTED]</p>			
<p>City GENESECO</p>		<p>State IL</p>	<p>Zip Code [REDACTED]</p>		
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2A4RR8DG1BR [REDACTED]</p>		<p>Make CHRYSLER</p>	<p>Model TOWN AND COUNTRY</p>	<p>Model Year 2011</p>	
<p>Date Purchased 4/22/2011</p>	<p>Dealer's Name and Telephone Number FRANK BOUCHER 608-757-6150</p>		<p>Engine: No: Cylinders 6</p>	<p>Fuel Type: GAS</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City JANESVILLE</p>	<p>State WI</p>	<p>Zip Code 53547</p>		
<p>Transmission Type AUTOMATIC 6 SPEED</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 15-JUN-2011</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 100000 POWER TRAIN COMPUTER PROGRAM SOFTWARE NO FIX AVAILABLE</p>			<p>Failure Mileage 1000</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTMALSABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2011 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED ATTEMPTED TO SHIFT FROM PARK TO DRIVE BUT THE VEHICLE FAILED TO SHIFT PROPERLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE DEALER CONFIRMED A FAILURE WITH A PROGRAM ASSOCIATED WITH THE TRANSMISSION. THE MANUFACTURER WAS CONTACTED BUT THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 1,000 AND THE CURRENT MILEAGE WAS 8,200. SOFTWARE FAILURE. VEHICLE IS UNABLE TO OPERATE PROPERLY IN THE ECON MODE. NO FIX AVAILABLE. SERVICE MANAGER STATES VANS WITH THIS CONFIGURATION ALL HAVE A B PROBLEM.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>				<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>					

[REDACTED]
Geneseo, IL [REDACTED]

FAX COVER SHEET

DATE: 8-Dec-11

TO:	National Highway Traffic Safety Administration
FAX NUMBER:	1-202-366-1767

FROM:	[REDACTED] Geneseo IL [REDACTED]
PHONE NUMBER:	[REDACTED]
EMAIL:	[REDACTED]

NUMBER OF PAGES TO FOLLOW INCLUDING COVER SHEET: 4

COMMENTS:

Subject: Supporting Documents

08/17/2018 09:19 FAX
 DEALER SHALL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY

DEALER NAME FRANK BOUCHER CRY DODGE JEEP	VEH. STOCK NO. OR ORDER NO. 11C058	MILEAGE AT SIGNING 91	ORDER DATE 04/22/11
ADDRESS 4001 HILTON AVE PO BOX 2050	SALESPERSON'S NAME (PLEASE PRINT) LUDLON, RANDAL E		
CITY, STATE, ZIP JAMESVILLE, WI 53547-2050	SALESPERSON'S LICENSE NUMBER		
TELEPHONE NO. 608-757-6150	PROSPECTIVE PURCHASER ("YOU") NAME(S)		
PROSPECTIVE PURCHASER STREET ADDRESS	CITY GENESEO	STATE IL	ZIP
RESIDENCE PHONE	CELL PHONE	BUSINESS PHONE	E-MAIL ADDRESS

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE

NEW USED DEMO EXEC

TITLE AS CAR TRUCK MOTORCYCLE OTHER

PURCHASED VEHICLE	MODEL YEAR	MAKE - TRADE NAME	MODEL	BODY TYPE	IDENTIFICATION NO.
	2011	CHRYSLER	TOWN & COUNTRY	TRG-L	2A4KRE0G1BR
OWNED OR LEASED TRADE-IN					
	2005	CHRYSLER	TOWN & COUNTRY	NP	2C4GP54L75K
2ND VEHICLE (Purchase Only)					
ORDERED COLOR	ORDERED TRIM	ORDERED ENGINE			
BRIGHT SILVER					

Dealer is not a party to any manufacturer warranties. Warranty terms may be negotiable. Terms agreed to on the purchase contract are final.

WARRANTY & SERVICE CONTRACT INFORMATION Refer to separate document for coverages and exclusions.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

Original Manufacturer Warranty (either new or remaining)
 Expiration: 4/22/16 (date) 100,000 (miles), whichever comes first.
 Deductible: _____ Transfer fee: _____

Original Manufacturer Warranty EXPIRED or NOT KNOWN

Original Manufacturer Warranty CANCELLED due to history

LIMITED EXTENDED WARRANTY/SERVICE CONTRACT provided by:
 Manufacturer Warranty company Dealership
 Duration: _____ (months) _____ (miles), whichever comes first.
 Deductible: _____ Transfer fee: _____
 Percentage of repair costs to be paid by you: _____

Unless otherwise stated, warranty term begins at delivery. Unless "Dealership" is checked under Limited Extended Warranty, this vehicle is sold AS IS - NO WARRANTY. Dealer disclaims all warranties including implied warranties of merchantability and fitness for a particular purpose.

OTHER CONDITIONS OF SALE
THIS CONTRACT SUPERCEDES ALL OTHERS.

ANTICIPATED DELIVERY DATE: 04/22, 20 11

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the

USED: PRICE from the Wisconsin Buyers Guide	\$	
NEW: <input checked="" type="checkbox"/> MSRP detail provided on window label		See Total MSRP Below
<input type="checkbox"/> MSRP detail provided on attachment		
BASE MSRP (Manufacturer Suggested Retail Price) \$		34770
Dealer Markup		
Dealer installed options — Has a warranty if <input checked="" type="checkbox"/> at left.		
Total Dealer Installed Options (Add to Used Price or MSRP and enter in line 2)		
PRICE OF THE VEHICLE	34770.00	
a. Dealer Retail Price	129.00	
b. Services Fee	2419.00	
c. Discount	1.	32490.00
1. Cash Price (a + b - c)		
TRADE ALLOWANCE		
(See reverse side for lease equity calculation. If net lease equity is negative, add in line g and 8)		
2. Owned Trade-in Allowance or Net Lease Equity	2.	7000.00
d. Trade Difference (1-2)	25480.00	
TAXABLE ITEMS PURCHASED WITH THE VEHICLE		
e. Other	N/A	
1. Service Contract		
3. Total of Taxable items (e + 1)	3.	
SALES TAX CALCULATION	25480.00	
g. Amount Subject to Sales Tax (1-2 + 3)	1592.50	
h. State Tax (g x .05)		
i. County Tax (g x .005)		
j. Local/Stadium Tax (g x .001)		1592.50
4. Total of Taxes (h + i + j)	4.	
NON-TAXABLE ITEMS PURCHASED WITH THE VEHICLE	139.50	
k. Fees to appear on MV11		
l. Other		139.50
5. Total of Non-Taxable Items (k + l)	5.	
OWNED VEHICLE PAYOFF		
Due to		
6. Estimated Payoff Amount on Owned Trade-in	6.	
CASH & CASH EQUIVALENTS		
Due to		

Gross Allowance - Estimated Lease Payoff = Net Lease Equity
 Negative equity is added to the cash price.

Therefore, if a motor vehicle is traded in for a new vehicle of greater value, the amount subject to tax is only that amount representing the difference

Truck Dealers Assoc.

7 - 99/99/99

TURPIN MOTORS, INC.

CUST # 1431

[REDACTED]

UNIT # BR712958

2011 CHRYSLER TOWN & COU

CURR MILES 7,584.0

VIN # 2A4RRSDG1B [REDACTED]

ENGINE # 3.6 6 CYL

TECH / OP CODE DESCRIPTION

W120546W 01 11/09/11 7,584.0

01 438 LIBY, STEVEN

01 21260302 1 CHECK TRANSMISSION - FEELS LIKE IT SLIPS - SHUDDERS ON TAKE

01 1 OFF - DOES THIS AFTER SITTING ABOUT 45 MINUTES AND YOU DO

01 1 NOT USE REVERSE - -

01 3 REPLACED VALVE BODY, ACCUMULATORS & PISTINS & SPRINGS,

01 3 REPLACED COMPOUNDER PISTON & SPRINGS

C120896C 01 11/08/11 8,263.0

01 404 NIELSEN, BRUCE

01 59CS 1 LUBE-OIL-FILTER-CHECK OVER \$15.95

01 3 LUBE OIL FILTER COUPON SPECIAL \$15.95

02 404 NIELSEN, BRUCE

02 90 1 VEHICLE INSPECTION ,AND EXTRA PARTS ON OIL CHANGE SPECIAL

W120491W 01 10/18/11 7,584.0

01 438 LIBY, STEVEN

01 181906N1 1 CHECK TRANSMISSION - FEELS LIKE IT SLIPS - SHUDDERS WHEN

01 1 TAKE OFF - DOES THIS AFTER SITTING FOR APPROXIATELY 45

01 1 MINUTES AND YOU DO NOT USE REVERSE

01 2 pcm reflash

01 3 ROADTESTED & VERIFIED CONCERN--REFLASHED PCM--RECHECKED OK

02 438 LIBY, STEVEN

02 RRT 11-090 1 COMPLETE RRT 11-090 // FLASH POWERTRAIN CONTROL MODULE

02 1 FOR OXYGEN SENSOR CODES

W119085W 01 07/27/11 4,363.0

01 404 NIELSEN, BRUCE

01 18-80-32-97 1 COMPLETE RRT 11-047 // ELASH WIN FOR INTERMITTENT RKE

01 1 FUNCTION OR INTERMITTENT NO START

01 3 FLASHED WIRELESS IGNITION NODE - REPROGRAM

C119084C 01 07/27/11 4,363.0

01 434 KNUDTSON, BRAD

01 C19 1 LUBE OIL AND FILTER CHANGE UP TO 5 QUARTS BULK OIL

02 434 KNUDTSON, BRAD

02 90 1 VEHICLE INSPECTION ,AND EXTRA PARTS ON OIL CHANGE SPECIAL