

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received JAN 3 2012 30-NOV-2011	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
LIVONIA	MI				
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		Make	Model	Model Year	
1C4GP44R64B		CHRYSLER	TOWN AND COUNTRY	2004	
Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:		
3/04	Daimler Chrysler (Palace Chrysler Inc)	No: Cylinders	Gas		
Original Owner	Dealer's City	State	Zip Code		
☒	Lake Orion	MI	48359		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Automatic	☒ Cruise Control		Every time we refill gas tank.	01-SEP-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 060000 ENGINE AND ENGINE COOLING			Failure Mileage	Failure Speed	
			70000	5	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
NA					
DOT No. (Example: DOTM19ABC036)	☐ 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:			
NA					
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	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 2004 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE VEHICLE STALLED WITHOUT WARNING AFTER REFUELING. THE FAILURE WAS EXPERIENCED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC WHO PERFORMED A DIAGNOSTIC TEST, BUT WAS UNABLE TO LOCATE A FAILURE CODE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 70,000 AND THE CURRENT MILEAGE WAS 80,000. THE VIN INFORMATION WAS NOT AVAILABLE. After researching this problem online, I found hundreds of entries involving Chrysler Town + Country with this exact same issue. I expected a recall. When I spoke with Chrysler they said "No recall" and they were not helpful. This is a serious safety issue. Car stalls in middle of traffic - No warning.					
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)

I filled gas the 1st time it happened and drove out of the station, car started lurching forward then died. I lost control of steering, brakes & I had to turn off road so cars wouldn't hit me from behind. I ended up going toward right as much as I could to turn into a neighborhood, almost hit a mailbox & going opposite of oncoming traffic. My kids were w/me but nobody was hurt. Now everytime I fill it stalls. Mechanics find nothing wrong.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



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UNITED STATES

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**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

