

 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 12-MAR-2012 APR 09 2012	Repository ☐ Reference No. 10451244
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City EDINBURG	State TX	Zip Code [REDACTED]	
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 2C4RC1BG8CR [REDACTED]		Make CHRYSLER	Model TOWN AND COUNTRY
		Model Year 2012	
Date Purchased 12-7-2011	Dealer's Name and Telephone Number BURN'S MOTORS 956-984-4400		Engine: No: Cylinders 6
Original Owner ☒	Dealer's City MC ALLEN	State TX	Fuel Type: GAS
	Zip Code 78501		
Transmission Type 6 SPEED AUTO	☒ Antilock Brakes	Powertrain	Incident Date(s) 28-FEB-2012 FEB 21, 2012
	☒ Cruise Control	Multiple Failure:	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 020000 SUSPENSION TIE ROD DISCONNECTED FROM WHEEL ON PASSENGER SIDE CAUSING LOSS OF STEERING ABILITY		Failure Mileage 2600 2766	Failure Speed 5 MPH MAKING U TURN
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 0	Number of Deaths 0
		Reported to Police N	
Narrative 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 2012 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING APPROXIMATELY 5 MPH, THE CONTACT HEARD A LOUD SCREECHING SOUND FROM UNDER THE VEHICLE. AFTER INSPECTING THE VEHICLE THE CONTACT NOTICED THAT THE FRONT PASSENGER SIDE TIE ROD DISCONNECTED AND THE OTHER THREE WHEELS WERE POINTING FORWARD NORMALLY. THE VEHICLE WAS TOWED TO THE DEALER. WHERE THE TECHNICIANS RECONNECTED THE TIE ROD AND ADVISED THAT A NUT WAS NOT TIGHTENED CORRECTLY. THE VEHICLE WAS REPAIRED. THE VIN WAS [REDACTED] AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 2766. THIS VEHICLE WAS BRAND NEW. BELIEVES TO BE A FAILURE DURING FACTORY PRODUCTION TO PROPERLY TORQUE THE SPECIAL LOCKING NUT THAT JOINS THE TIE ROD TO THE WHEEL BRACKET. THIS RESULTED IN LOSS OF STEERING CONTROL. THE DEALER THEN FAILED TO DETECT IN PRE-DELIVERY SERVICE. SERIOUS INJURY OR DEATH COULD HAVE RESULTED IF HAPPENED AT HIGHER SPEED			
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)

TIE ROD DISCONNECTED FROM WHEEL BRACKET WHILE MAKING
U-TURN AT LOW SPEED APPROXIMATELY 5 MPH.
THIS HAPPENED WITH ONLY 2766 MILES ON A NEW VEHICLE.
RESULTED IN INABILITY TO STEER VEHICLE.

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



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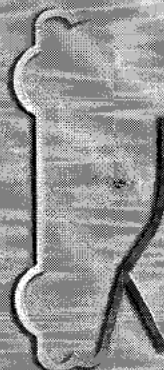
WASHINGTON, DC

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