

| INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                             |                                                                                                                                                                                                          |                       | FOR AGENCY USE ONLY 100148                           |                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------------------------------------------|---------------------------------|
|  <p>U.S. Department of Transportation<br/>National Highway Traffic Safety Administration</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                             | <p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b><br/>To Report Vehicle Safety Defects<br/>1-888-DASH-2-DOT<br/>(1-888-327-4236)<br/>INTERNET: www.nhtsa.dot.gov/hotline</p> |                       | <p>Date Received<br/>14-MAR-2012<br/>APR 09 2012</p> |                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                             |                                                                                                                                                                                                          |                       | Repository <input type="checkbox"/>                  | Reference No.<br>10451631       |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                             |                                                                                                                                                                                                          |                       |                                                      |                                 |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                             | Daytime Telephone Number                                                                                                                                                                                 |                       | E-mail Address                                       |                                 |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                             |                                                                                                                                                                                                          |                       |                                                      |                                 |
| City<br>AVON                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | State<br>OH                                                                 | Zip Code                                                                                                                                                                                                 |                       | Evening Telephone Number                             |                                 |
| <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                             |                                                                                                                                                                                                          |                       |                                                      |                                 |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                             |                                                                                                                                                                                                          |                       |                                                      |                                 |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                             |                                                                                                                                                                                                          | Make<br>CHRYSLER      | Model<br>TOWN AND COUNTRY                            | Model Year<br>2011              |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Dealer's Name and Telephone Number                                          |                                                                                                                                                                                                          |                       | Engine:<br>No: Cylinders                             | Fuel Type:                      |
| Original Owner<br><input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Dealer's City                                                               |                                                                                                                                                                                                          | State                 | Zip Code                                             |                                 |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <input type="checkbox"/> Antilock Brakes                                    | Powertrain                                                                                                                                                                                               | Multiple Failure:     |                                                      | Incident Date(s)<br>15-FEB-2012 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <input type="checkbox"/> Cruise Control                                     |                                                                                                                                                                                                          |                       |                                                      |                                 |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             |                                                                                                                                                                                                          |                       |                                                      |                                 |
| Vehicle Component Code: 180000 VEHICLE SPEED CONTROL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                             |                                                                                                                                                                                                          |                       | Failure Mileage<br>11700                             | Failure Speed<br>70             |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                             |                                                                                                                                                                                                          |                       |                                                      |                                 |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                             | Tire Model (Name or Number)                                                                                                                                                                              |                       | Tire Size (Example P215/65R15)                       |                                 |
| DOT No. (Example: DOTM9ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair                                                                                                                     |                       | Failure Location:                                    |                                 |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                             |                                                                                                                                                                                                          |                       | Tire Failure Type:                                   |                                 |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                             |                                                                                                                                                                                                          |                       |                                                      |                                 |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                             | Date Manufactured:                                                                                                                                                                                       |                       | Model No./Name:                                      |                                 |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                             | Installation System:                                                                                                                                                                                     |                       |                                                      |                                 |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                             | Failed Part:                                                                                                                                                                                             |                       |                                                      |                                 |
| <b>APPLICABLE INCIDENT INFORMATION</b><br>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             |                                                                                                                                                                                                          |                       |                                                      |                                 |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br>0                                                                                                                                                                           | Number of Deaths<br>0 | Reported to Police<br>N                              |                                 |
| <p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b><br/>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 THAT WHILE DRIVING APPROXIMATELY 70 MPH WITH THE CRUISE CONTROL ACTIVATED. AS THE CONTACT ATTEMPTED TO APPLY THE BRAKES TO DEACTIVATE THE CRUISE CONTROL, THE VEHICLE CONTINUED TO ACCELERATE TO 100 MPH. THE CONTACT THEN SHUT OFF THE VEHICLE IN ORDER TO STOP THE ACCELERATION. THE VEHICLE WAS LATER TAKEN TO THE DEALER WHERE THEY ADVISED HIM THAT THE FLOOR MAT WAS THE CAUSE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 11,700. THE VIN WAS UNAVAILABLE.</p> |                                                                             |                                                                                                                                                                                                          |                       |                                                      |                                 |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p> <p align="right">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>                                                                                                                                                                                                                                                                                            |                                                                             |                                                                                                                                                                                                          |                       |                                                      |                                 |

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

THE REASON FOR THE PROBLEM WAS NOT THE FLOOR MAT, FOR THREE REASONS. 1. THE CAR DID THE SAME THING, NOT A DRASTIC TWICE BEFORE THIS INCIDENT, THE CAR ACCELERATED AT CRUISE SET AT 55MPH BUT BRAKE STOPPED ACCELERATION. THE 3RD TIME IT DID NOT. 2. WHEN I TURNED THE KEY OFF & THEN BACK ON THERE WAS NO PROBLEM. IF THE FLOOR MAT WAS THE CAUSE THE CAR WOULD HAVE AGAIN ACCELERATED IT DIDNT. 3. NO PHYSICAL WAY THE MAT COULD HAVE BEEN PUSHED ONTO. ATTACH ADDITIONAL SHEETS IF NECESSARY THE GAS PEDDLE & BRAKE. I WAS PUSHING ONLY ON THE BRAKE & IT WOULD NOT STOP. THE BRAKE LIT CAME ON IN CENTER OF CONTROL PANEL, THEY SAY THERE IS NO WAY TO FIND OUT WHAT HAPPENED BECAUSE I TURNED OFF (TOP)

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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**safecar.gov**

**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**www.safecar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



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