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|  INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 JUL 26 2012 21-JUN-2012 Repository <input type="checkbox"/> Reference No. 10462513 | |
| OWNER INFORMATION (Type or Print) | | | |
| Name | | Daytime Telephone Number | |
| Address | | E-mail Address | |
| City | State | Zip Code | Evening Telephone Number |
| WOODDALE | IL | | |
| 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 |
| 2A4RR8DG4B | | CHRYSLER | TOWN AND COUNTRY |
| Model Year | | 2011 | |
| Date Purchased | Dealer's Name and Telephone Number | Engine: | Fuel Type: |
| 10 03 11 | NAPLETON'S CHRYSLER | No: Cylinders | REG |
| Original Owner | Dealer's City | State | Zip Code |
| <input checked="" type="checkbox"/> | DES PLAINES IL | IL | 60016 |
| Transmission Type | <input checked="" type="checkbox"/> Antilock Brakes | Powertrain | Multiple Failure: |
| Auto | <input checked="" type="checkbox"/> Cruise Control | V6 3.6L VUT | COMPLETE GAGES |
| | | | Incident Date(s) |
| | | | 14-JUN-2012 |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Vehicle Component Code: 110000 ELECTRICAL SYSTEM | | Failure Mileage | Failure Speed |
| DASHBOARD GAGES, COMPLETE FAILURE OF - NO SPEEDO, TACH, TURN SIGNALS | | 6593 | 65 |
| 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) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths |
| | | 0 | 0 |
| | | 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). | | | |
| TL* THE CONTACT OWNS A 2011 CHRYSLER TOWN AND COUNTRY. THE CONTACT WAS DRIVING 65 MPH WHEN THE INSTRUMENT PANEL, ELECTRICAL SLIDING DOORS AND THE POWER WINDOWS FAILED. THE CONTACT STATED THAT EVERY LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT TOOK THE VEHICLE TO THE DEALER FOR DIAGNOSIS WHERE THEY INFORMED THE CONTACT THAT THE FAILURE COULD HAVE BEEN CAUSED BY THE RADIO. THE MANUFACTURER WAS NOTIFIED AND WANTED THE VEHICLE TO BE BROUGHT IN TO AN AUTHORIZED DEALER FOR FURTHER INSPECTION. THE FAILURE MILEAGE WAS 6,593. VEHICLE WAS IN SHOP FOR ONE WEEK 06 15 12 till 06 21, 12. TOLD BY TECH TROUBLE WAS IN SIRIUS SAT RADIO! CHANGED RADIO BUT WRONG CODE TO PROGRAM! CHANGED AGAIN! SEEM TO BE WORKING SIRIUS WITH PROGRAM REMOTELY. | | | |
| 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. | | | |

CUSTOMER #: IL

46399

NAPLETON'S

INVOICE



77 Rand Road, Des Plaines, IL 60016
Main: 847-298-0900 · Fax: 847-298-7799
www.desplainescd.com

PAGE 1

WOOD DALE, IL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 206 ANDREW PURVIN

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG |
|------------|------|----------------------|-------------|---------|----------------|------|
| BRIGHT SIL | 11 | CHRYSLER TOWN & COUN | 2A4RR8DG4BR | | 5987/5987 | T563 |

| IN SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|-----------------|------------|------------|---------------|--------|------|---------|-----------|
| 03OCT11 DD | | | 17:00 15JUN12 | | 0.00 | CASH | 29JUN12 |

| DATE OF REPAIR | DATE CUSTOMER NOTIFIED | OPTIONS: | STK: | DLR: |
|----------------|------------------------|---|------|-------|
| 07:04 15JUN12 | 18:42 29JUN12 | ENG:ERB_3.6L_V6_VVT_Engine | | 45457 |
| | | TRN:DG2_6-Speed Automatic 62TE Transmission | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A DASH - HAS MULTIPLE ERROR MESSAGES - WIPERS WILL NOT SHUT OFF- NO BUS WARNING ON MONITOR

MISC CHECK WITH ANDY WAS TO BUSY TO CLOSE RO
99 SUBLET TECH LIC#: 1

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

B 630-918-6666

MISC DESCRIPTION

99 SUBLET TECH LIC#: 1
IPOLS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

*** ALL MOPAR PARTS/REPAIRS ARE GUARANTEED FOR 1 YEAR OR 12,000 MILES.. ALL ADJUSTMENTS ARE GUARANTEED FOR 90 DAYS ***



WORK DONE NOT SHOWN ON SERVICE ORDER
CLAIM # 10462513

NAPLETON'S



THANK YOU FOR YOUR BUSINESS!

Arbitration Agreement

Customer and the dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures for Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitrations shall be held in Chicago, IL, and judgement upon the award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

CUSTOMER COPY