 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 2013 19-NOV-2012	Repository <input type="checkbox"/> Reference No. 10485128
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
LEXINGTON		KY			
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	
2C4RC1BG8DR		CHRYSLER	TOWN AND COUNTRY	2013	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
	Freedom Dodge/Chrysler 859-268-3000		No: Cylinders	Regular	
Original Owner	Dealer's City	State	Zip Code	6	
<input type="checkbox"/>					
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple-Failure:	Incident Date(s)	
Auto	<input checked="" type="checkbox"/> Cruise Control	3.6 L V-6, 24 valve VVT ENGINE	See attached letter	12-AUG-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: VISIBILITY/WIPER (PWS)			Failure Mileage	Failure Speed	
N/A			50	15-60 mph	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
N/A					
DOT No. (Example: DOTM9ABC036)	<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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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 2013 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE DASHBOARD WOULD CAUSE A GLARE FROM THE LIGHTS REFLECTING FROM THE ROAD, PREVENTING THEM FROM SEEING THROUGH THE DRIVER'S SIDE WINDOW. THE CONTACT SPOKE WITH THE MANUFACTURER AND WAS TOLD THAT THE VEHICLE WAS DESIGNED IN THAT MANNER, BUT THEY WOULD FURTHER INSPECT THE VEHICLE. THE CONTACT HAD YET TO RECEIVE A RETURN CALL FROM THE MANUFACTURER. THE FAILURE MILEAGE WAS 50 AND THE CURRENT MILEAGE WAS 4,000.					
All of above are true statements per vehicle owner of this brand new Chrysler Town & Country.					
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)

See Attached CTR WRITTEN Sep 25, 2012

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

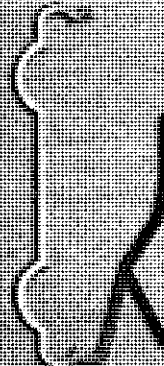
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



CHRYSLER



2013

TOWN & COUNTRY TOURING

THIS VEHICLE IS MANUFACTURED TO MEET SPECIFIC UNITED STATES REQUIREMENTS. THIS VEHICLE IS NOT MANUFACTURED FOR SALE OR REGISTRATION OUTSIDE OF THE UNITED STATES.

MANUFACTURER'S SUGGESTED RETAIL PRICE OF THIS MODEL INCLUDING DEALER PREPARATION

Base Price: \$29,995

CHRYSLER TOWN & COUNTRY TOURING

Exterior Color: Cashmere Pearl Coat Exterior Paint
Interior Color: Black Trim and Light Graystone Seat Color
Interior: Leather-Trimmed Bucket Seats
Engine: 3.6-Liter V6 24-Valve VVT Engine
Transmission: 6-Speed Automatic Transmission

STANDARD EQUIPMENT (UNLESS REPLACED BY OPTIONAL EQUIPMENT)

FUNCTIONAL/SAFETY FEATURES

ParkView™ Rear Back-Up Camera
Driver Inflatable Knee-Bolster Airbag
Active Head Restraints
Supplemental Front Seat-Mounted Side Airbags
Advanced Multistage Front Airbags
Supplemental Side-Curtain Airbags in All Rows
Electronic Stability Control
Child Seat Anchor System-LATCH Ready
Keyless Entry with Immobilizer
Power Door Locks
Second-Row Power Windows
Steering Wheel Mounted Audio Controls
Speed Control
Trailer Sway Damping

INTERIOR FEATURES

Single Screen DVD Player
Wireless Headphones (IR)
Uconnect® Voice Command with Bluetooth®
Bluetooth® Streaming Audio
2nd/3rd-Row Stow 'n Go® w/3rd-Row Tailgate Seats
Power Front One-Touch, Second-Row Windows
Automatic Headlamps
Tilt / Telescoping Steering Column
Air Conditioning with 3-Zone Automatic Temp Control
Uconnect® 430 CD/DVD/MP3/HDD
6.5-Inch Touch Screen Display
40 GB Hard Drive with 28 GB Available
Audio Jack Input for Mobile Devices
SiriusXM Satellite Radio w/ 1-Yr Radio Subscription
For More Information, Call 888-539-7474
Removable Center Front Seat Console

Leather-Wrapped Steering Wheel
Electronic Vehicle Information Center
Dual Glove Boxes
Power 8-Way Driver Seat
Rear Grocery Bag Hooks

EXTERIOR FEATURES

17-Inch x 6.5-Inch Aluminum Wheels
P225/65R17 BSW All Season Touring Tires
Left Power Sliding Door
Right Power Sliding Door
Stow N Place Roof Rack
Power Liftgate
Premium Fog Lamps
Exterior Mirrors with Heating Element

OPTIONAL EQUIPMENT

Customer Preferred Package 29K

Light Graystone Seats
Front Easy Clean Floor Mats
Left Rear Easy Clean Floor Mats
Right Rear Easy Clean Floor Mats
Flex Fuel Vehicle

DESTINATION CHARGE

\$995

TOTAL PRICE: * \$30,990

WARRANTY COVERAGE

5-year or 100,000-mile Powertrain Limited Warranty.
3-year or 36,000-mile Basic Limited Warranty.
Roadside assistance; certain restrictions apply.
Ask Dealer for a copy of the limited warranties or see your owner's manual for details.

**5 YEAR / 100,000 MILE
POWERTRAIN WARRANTY**

Assembly Point/Port of Entry: WINDSOR, ONTARIO, CANADA

VIN: 2C4-RC1BG8DF

L4-V6N: 2764

0804

SHIP TO: 43889 18
FREEDOM DODGE-CHRY-JEEP
1560 NEW CIRCLE ROAD
LEXINGTON KY 40509-1043

SOLD TO: 42 43869
FREEDOM DODGE-CHRY-JEEP
1560 NEW CIRCLE ROAD
LEXINGTON KY 40509-1043

THIS LABEL IS ADDED TO THIS VEHICLE TO COMPLY WITH FEDERAL LAW. THE LABEL CANNOT BE REMOVED OR ALTERED PRIOR TO DELIVERY TO THE ULTIMATE PURCHASER.

STATE AND/OR LOCAL TAXES IF ANY, LICENSE AND TITLE FEES AND DEALER SUPPLIED AND INSTALLED OPTIONS AND ACCESSORIES ARE NOT INCLUDED IN THIS PRICE. DISCOUNT, IF ANY, IS BASED ON PRICE OF OPTIONS IF PURCHASED SEPARATELY.



[REDACTED]
Lexington, Kentucky [REDACTED]

September 25, 2012

Chrysler Customer Care
P.O. Box 21-8004
Auburn, Michigan 48321

To Whom It May Concern:

I have purchased a beautiful new 2013 Chrysler Town and Country Touring Van, VIN # 2C4RC1BG8DR [REDACTED] from Freedom Dodge, Chrysler, Jeep, Ram located at 1560 New Circle Road, Lexington, Kentucky 40509.

Everything about my car seems perfect except for one major issue. During the day, the reflection of the two air vents located on the inside dash panel reflect into the two outside rear-view mirrors. The dashboard also slightly reflects into the window on the driver's side causing an annoying distraction.

At night, the complete dashboard and the steering wheel on the driver's side reflects in color, like a neon sign outside the driver's window. Visibility is reduced and causes a severe annoying and safety obstruction.

I have previously purchased two Dodge Grand Caravans and have never experienced this severe safety and annoying obstruction. According to the dealer, this problem exists in other Chrysler vehicles. I have also spoken with a customer who has a Jeep and he has the same problem.

If Chrysler know^s about this problem I should have been notified of it at the time of my purchase. Obviously, if I had have noticed this issue when I test drove my new Chrysler, I would not have purchased this product.

My driving experience covers fifty four years and many miles of travel. I have owned or driven many different vehicles and never have experienced this type of safety hazard.

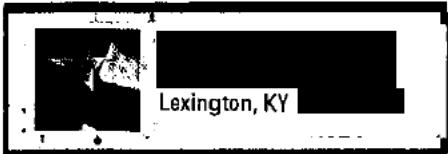
I await your reply.

Sincerely,

[REDACTED]

LtCol, USMC(Retired)

Telephone [REDACTED]



W534-1
EX-1

LEXINGTON KY 40502

11 DEC 2012 PM 2 L



U.S. Dept of TRANSPORTATION
Nat'l Highway Traffic Safety Admin.
1200 New Jersey Avenue, S.E.
Washington, DC 20590-0001

2059000001

