

 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 MAY 17 2013 21-FEB-2013	Repository ☐ Reference No. 10499586
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
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
2C4RC1BGXCR		CHRYSLER	TOWN AND COUNTRY
Model Year		Engine:	Fuel Type:
2012		No: Cylinders 8	
Date Purchased	Dealer's Name and Telephone Number		State
10/05/12	614-873-1580		Zip Code
Original Owner	Dealer's City		
☒	Columbus, Ohio 43064		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
	☒ Cruise Control		Incident Date(s)
			15-FEB-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS		Failure Mileage	Failure Speed
		9279	0
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	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No	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 2012 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE AIR BAG WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER, WHO ADVISED THAT THE FAILURE WAS COULD NOT BE DIAGNOSED. THE VEHICLE WAS TAKEN TO THE DEALER ON SEVERAL OCCASIONS FOR THE SAME FAILURE BUT THE DEALER COULD NEVER DETERMINE THE FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE PROBLEM. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 9,279.			
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.			

On January 15, 2013, my wife, [REDACTED], took the van to Reineke Inc. , located at 1045 East Wyandot Ave. , Upper Sandusky. There they worked on my van for approximately 2 hours to get the airbag light to turn off. My wife left the dealership and the light came back on just a short time later, on the same day. I, [REDACTED] took the van back to the Reineke dealership in Upper Sandusky at approximately 430 pm. At this time they said that they could not fix the light for the airbag and for me to take it back to M C Mobility.

An appointment was made for February 1 , 2013 at M C Mobility. We arrived at our appointment at 11 am. We waited for them, while they were working on the van for approximately 3 hours, and then they stated that they needed to order a part to get the air bag light to turn off. They would not give me any paper work at that time stating that they had worked on the van, or what was wrong with it. They stated that they would give me the paperwork when the part came in.

On February 15, 2013 another appointment was made at M C Mobility. We arrived at 10 am and they worked on the van for 6 hours while we waited. They said that they could not repair the problem with the airbag light . They stated that they needed to send a repairman to our home with a different computer to see if they could get the van to code the correct code to fix the air bag light.

On February 21 , 2013 the van was taken to Treadway Chrysler in Findlay , Ohio. It was taken there at 8am and released at 1030 am. They stated that they could not fix the air bag light , that their machine could not find the problem and that the light was still on. They advised that I should take the vehicle back to M C Mobility at this time.

The repairman from M C Mobility came to my home on March 5, 2013 and could not repair the problem. They did not give me paper work at this time . They stated that they needed to research the problem and would call me to let me know what they were going to do about the air bag light. As of 4 pm on March 22, 2013 noone has called.

Sincerely ,

[REDACTED]

M.C. MOBILITY SYSTEMS, INC.

WORK ORDER/ESTIMATE

Quote/Sale# _____

Name [REDACTED]				Contact _____		DATE <u>2/1/13</u>	
Address _____				H. Ph. _____		APPT. _____	
City/State/Zip _____				B. Ph. _____		PROMISED DATE _____	
Note _____				Cell _____			
YEAR <u>12</u>	MAKE <u>CHRYSLER</u>	MODEL <u>JTC</u>	COLOR <u>Blue</u>	E-MAIL _____		SOLD BY _____	
CONVERSION TYPE <u>BRAUN EV</u>		TAG [REDACTED]	QAP # _____		WRITTEN BY <u>Lacy</u>		
VIN # <u>2K4YK11B6X1K1</u>			MILES <u>17924</u>		STOCK# _____		

QTY.	DESCRIPTION	PART #	PRICE	P.O. #	DATE ORDERED	LABOR HRS.	TE
-	Airbag light is goes on & off - shunt						1
-	doors aren't locking automatically						
-	Ramp door - tear weather stripping						
-	Ramp door making a grinding noise						
-	Oil change light needs to be turned off						
-	shunt for knee bolster air bag						
-	2/15/13						
-	couldn't get door to make any noise						
-	Need To order Weather strip for passenger slider door						
	seat belt extensions	# 5086227AA				\$29.81	

The above estimate is based on our inspection and does not cover additional parts or labor which may be required after the work has started. Worn or damaged parts, not evident on first inspection, may be discovered and you will be contacted for authorization for additional work. Parts prices subject to change without notice. This estimate is good to 60 days.

Acknowledgement: My car may be driven by you and your employees for road tests and for sublet work at my own risk. I further agree that you will not be held responsible for the above vehicle or articles left in the vehicle in case of fire, theft, accidents or other cause beyond your control.

I have read and understand the above estimate and authorize repair service be performed, including sublet work and acknowledge receipt of this estimate. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Authorized By _____

Date _____

Total Parts	\$ _____
Total Labor Hrs. _____ x \$ _____	\$ _____
Shop Materials	\$ _____
Sub-Total	\$ _____
Tax	\$ _____
TOTAL CHARGES	\$ _____

Notes _____

Reineke Inc.

1045 East Wyandot Ave
Upper Sandusky, OH 43351
(419) 294-2386

VIN 14154		2 C 4 R C 1 B G X C R		[REDACTED]		DATE IN 01/15/13	
YEAR 2012	MAKE CHRYSLER	MODEL TOWN & COU	COLOR PBU BLUE	[REDACTED]		TIME IN 09:37	
MILES IN 7226	MILES OUT 7226	FIRST USE 09/26/12	LIC. FIE 6585	UPPER SANDUSKY OH		CLOSED 01/21/13 10:40	
[REDACTED]		RES. [REDACTED]	BUS. [REDACTED]	[REDACTED]		WHEELER BOB	

(1) THE CUSTOMER STATES THAT THE "AIRBAG" LIGHT IS LIT ON THE INSTRUMENT PANEL. CHECK AND ADVISE.
PERFORMED INSPECTION AND FOUND DTC B1B1A STORED IN THE SYSTEM. THIS INDICATED THAT THE LEFT SIDE CURTAIN SQUIB 1 CIRCUIT IS "OPEN". REMOVED THE C-PILLAR UPPER TRIM, SLIDING DOOR WEATHERSTRIP AND GRAB HANDLE TO GAIN ACCESS TO THE SIDE CURTAIN CONNECTOR. HOOKED-UP TOOL 9442 AND THE CODE CLEARED. REPLUGGED THE CONNECTOR BACK IN AND THE CODE DID NOT RESET. (22-9600 ANDY-) B

Warranty Claim
85418303 UC [22] 9 17.55 60.59
Total Labor 17.55 60.59

Total Repair (Warranty) 60.55

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	9	0	9	
Total Labor	.00	60.59	.00	60.59	71.0%
Total Parts	.00	.00	.00	.00	.0%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	60.59	.00	60.59	(N/A)

	INT	CUSTOMER
60.59	.00	Labor
.00	.00	Parts
.00	.00	Sublet
.00	.00	Warr Deduct
.00	.00	Shop Supplies
.00	.00	Oil/Grease
.00	.00	Less Dis
60.59	.00	Total
.00	.00	Tax
.00	.00	Tax2
.00	.00	Tire Tax
60.59	.00	TOTAL (CHRG)

CUSTOMER #: 39637

14934



INVOICE

CHRYSLER

DODGE

Jeep

10305 US Route 224 West, Findlay, Ohio 45840
Phone: 419-423-1715 or Toll Free: 1-800-258-5403
www.treadwaydeals.com

UPPER SANDUSKY, OH

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4473 ALICE L NORWAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	CHRYSLER TOWN & COUN	2C4RC1BGXCR		9279/9279	TAFRA	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26SEP12 DD			WAIT 21FEB13		0.00	CASH	21FEB13

R.O. OPENED READY OPTIONS: ENG:3.6_Liter

08:03 21FEB13 10:31 21FEB13

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A AIR BAG LIGHT COMES ON AND STAYS ON. IT SEEMS TO COMES ON WHEN USING
THE LEFT TURN SIGNAL. HAS BEEN CHECKED BEFORE AT SELLING
DEALER.

CAUSE:

85418302 Pre-Tensioners and Airbags, Trouble Not
Found - No repair/Trouble Not Found Air Bags
- Front (2 - Skilled)
5914 JOHNSON, THOMAS W LIC#: 5914

W

FC: UC PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

FIVE STAR DEALERS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

SCANNED FOR CODES. B1B1A-LEFT SIDE CURTAIN SQUEEZE OPEN ACTIVE.

U1147 ADDITIONAL CAN INTERIOR ECU DETECTED ACTIVE. BOUND WIRE GOING TO

DRIVER SIDE CURTAIN AIR BAG SPLICED WITH BUTT CONNECTORS ON B PILLAR.

NOT A FACTORY DEFECT. NEEDS TO BE RETURNED TO CONVERSION COMPANY FOR

REPAIRS

We're better, We'll prove it.

B** RECALL M38 REPROGRAM PCM

CAUSE: FLASH

08M38182 CSN M38 - Reprogram Powertrain Control

Module - Reprogram Reprogram Powertrain

Control Module (1 - Semi-Skilled)

5914 JOHNSON, THOMAS W LIC#: 5914

W

FC: PART#: COUNT:

CLAIM TYPE: S

AUTH CODE:

(N/C)

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

DISCLAIMER OF WARRANTIES: Any warranties sold herein are those made by the manufacturer of those products. The seller, TREADWAY CHRYSLER-DODGE-JEEP, hereby expressly disclaims all warranties, either express or implied, including any implied warranties, of merchantability or fitness for a particular purpose regarding any products or services provided, unless otherwise indicated on the repair order. TREADWAY CHRYSLER-DODGE-JEEP, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by TREADWAY CHRYSLER-DODGE-JEEP, in no way affects the terms or performance of the manufacturer's warranty.

This dealership utilizes the hours published in the manufacturer's labor/time guide which reflect an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.

CUSTOMER SIGNATURE

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



7233 INDUSTRIAL PARKWAY
COLUMBUS, OHIO 43064
(614) 873-1580
FAX (614) 873-1589

STOCK NO.

N122311

"We're Here To Get You There"

SALESPERSON MARK DIROSA JR

DATE 10/05/2012

PURCHASER	SS#	DRIVERS LICENSE#	
<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>[REDACTED]</u>	
CO-PURCHASER	SS#	DRIVERS LICENSE#	
<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>[REDACTED]</u>	
STREET	HOME PHONE	BUSINESS PHONE	
<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>[REDACTED]</u>	
CITY	STATE	ZIP	COUNTY
<u>UPPER SANDUSKY</u>	<u>OH</u>	<u>[REDACTED]</u>	<u>WYANDOT</u>
EMAIL	CELL PHONE		

YEAR	MAKE	CYL	MODEL	CONVERSION TYPE
<u>2012</u>	<u>CHRYSLER</u>		<u>TOWN & COUNTRY</u>	<u>BRAUN</u>

EXTERIOR COLOR	VIN	2	C	4	R	C	1	B	G	X	C	R	
<u>TRUE BLUE</u>	<u>[REDACTED]</u>												

RENTAL	NEW	USED	AS IS	VEHICLE SALE PRICE	34946.62
☐	☒	☐	☐	EXTENDED SERVICE CONTRACT (SEE DETAIL)	0.00
					0.00
ODOMETER MILEAGE <u>20</u> ☒ NO TENTHS					0.00
EXTENDED SERVICE CONTRACT:					
ADMINISTRATIVE FEE					195.00
TOTAL TAXABLE					35141.62
SALES TAX @ <u>7.00</u> % on \$ <u>18915.00</u>					1324.05
TOTAL					36465.67

MOBILITY EQUIPMENT	BRAUN ENTERVAN XT CONVERSION	21995.00
	B & D TRANSFER SEAT (DRIVER)	2400.00
	B & D TRANSFER SEAT (PASSENGER)	2400.00
	MPD 3500K HAND CONTROLS	1085.00
	MPD STEERING KNOB	100.00

REFERRAL SOURCE:	NON TAXABLE TOTAL	3.	27980.00
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REASON FOR SALES TAX EXEMPTION:				TOTAL	64445.67
DESCRIPTION OF TRADE-IN	CREDITS				
ST#	MILEAGE	TRADE IN	14000.00	4. 30 DAY TAG	0.00
VIN#	<u>5N1AN0NU8AC</u>	LESS PAYOFF	18726.62	5. TITLE & REGISTRATION	48.50
YR. <u>2010</u> MAKE <u>NISSAN</u> MODEL <u>XTERRA</u>	NET TRADE IN		-4726.62	6. PLATES ☐ TRANSFER \$4.50	0.00
BALANCE OWED	<u>18726.62</u>			☐ NEW (COST AT PURCHASE)	C.O.D.
GOOD UNTIL	<u>10/05/2012</u>	DEPOSIT CK#	0.00	7. TOTAL DELIVERED PRICE (7 = 2+3+4+5+6)	64494.17
BAL. OWED TO	<u>TD AUTO FINANCE</u>	DEPOSIT CK#		8. TOTAL DOWN PMT.	0.00
ADDRESS	<u>P.O. BOX 9001921</u>	MOBILITY REBATE	0.00	BALANCE DUE (7-8)	64494.17
	<u>LOUISVILLE KY, 40290</u>	REBATE	2500.00		
PHONE:					
ACCT.#	<u>[REDACTED]</u>	8. TOTAL DOWN PMT.	0.00		

1. Unless dealer furnishes buyer with dealer's written warranty of service agreement, or the used car sticker on the window of the vehicle indicates otherwise, all goods services and vehicles sold hereunder are sold "AS IS". Warranties, if any, on dealer, installed accessories are provided by the manufacturer or supplier of such accessories and not dealer. Only the manufacturer or supplier of such accessories is responsible for performance under any such warranty. This limitation in no way affects the vehicle manufacturer's warranty, if any.
2. If this is a credit sale and a financing disclosure statement has not been completely filled in, this order is not binding on either the Buyer or the Dealer, and either can cancel it, in which event the Buyer will recover the deposit. However, this order shall become binding on the Buyer upon Buyer's receipt of a completely filled in financing disclosure statement.
3. THE SALESPERSON HAS NO AUTHORITY TO MAKE ANY PROMISES OR REPRESENTATIONS UNLESS THEY ARE WRITTEN ON THIS ORDER AND APPROVED BY DEALER AUTHORIZED REPRESENTATIVE.
4. THE ADDITIONAL TERMS AND CONDITIONS PRINTED ON REVERSE SIDE ARE PART OF THIS ORDER.
5. Unless otherwise noted, the buyer's name listed on line (A) below is the registered owner of the vehicle. If credit life insurance and/or accident and health insurance is selected, the registered owner of the vehicle is insured.

BUYER REPRESENTATIONS: Buyers certify that no credit has been either extended to him by dealer or arranged for him by dealer for the cash down payment unless it appears in writing on the face of this order. The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the matter printed on the back hereof and agree to it as part of this order as if it were printed above my signature. I certify that I am 18 years of age or older, and hereby acknowledge receipt of a copy of this order.

PURCHASER'S SIGNATURE	DATE	SALESPERSON'S SIGNATURE	DATE
<u>[REDACTED]</u>	<u>10/5/12</u>	<u>[REDACTED]</u>	<u>10/5/12</u>
CO-PURCHASER'S SIGNATURE	DATE	MANAGER'S SIGNATURE	DATE
<u>[REDACTED]</u>	<u>10/5/12</u>	<u>[REDACTED]</u>	

Upper Sandusky, Ohio

COLUMBUS OH 431

06 MAY 2013 PM 7 L



U. S. Department of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation NUS-210
1200 New Jersey Ave SE
Washington, D.C. 20027-9382

200779382

