

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 OCT 17 2013 17-SEP-2013		Repository ☐ Reference No. 10543983	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
DECATUR		GA			
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 JM3LV522XP0		Make CHRYSLER	Model TOWN AND COUNTRY	Model Year 2008	
Date Purchased	Dealer's Name and Telephone Number HAYES DODGE CHRYSLER JEEP		Engine: No: Cylinders 6	Fuel Type: REG UNLEADED	
Original Owner ☐	Dealer's City LAWRENCEVILLE	State GA	Zip Code 30046		
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain 3.8L 6V 6 SPEED AUTO FWD	Multiple Failure: DAILY SHUT DOWNS.	Incident Date(s) 17-MAY-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, ENGINE (PWS)				Failure Mileage 70000	Failure Speed 40
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make YOKOHAMA	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 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 2008 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT WHILE DRIVING 40 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT COASTED THE VEHICLE OFF ROAD AND RESTARTED THE ENGINE. THE VEHICLE WAS REPAIRED BY THE DEALER WHERE THE PCM MODULE WAS REPLACED. THE CONTACT STATED THAT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN TO A LOCAL DEALER FOR INSPECTION BUT WAS NEITHER DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE INCIDENT. THE APPROXIMATE FAILURE MILEAGE WAS 70,000.					
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.					

Sunday, September 29, 2013

To: National Highway Traffic Safety Administration

From: [REDACTED]

Additional Comments: Vehicle also stops while driving 20 mph and sometimes right after we start it up and begin to back up. The Vehicle has shut off sporadically week by week, and it shut off today while my Wife was going to church. It does not seem to shut off as often as it use to since we started using an octane booster and fuel injector cleaner, but it still does.

X [REDACTED]
[REDACTED]
Consumer



CARFAX® Vehicle History Report™

An independent company established in 1986

Vehicle Information:

2008 CHRYSLER TOWN & COUNTRY

TOURING ED

VIN: 2A8HR54P18R

SPORTS VAN

3.8L V6 SFI OHV 12V

FRONT WHEEL DRIVE

Standard Equipment | Safety Options



No accident / damage reported to CARFAX



CARFAX 1-Owner vehicle



Private lease vehicle



7 Service records available



11 Detailed records available



31,930 Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/05/09 at 1:28 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Ownership History

The number of owners is estimated

Year purchased

Type of owner

Estimated length of ownership

Owned in the following states/provinces

Estimated miles driven per year

Last reported odometer reading



Owner 1

2007

Private lease

1 yr. 9 mo.

Michigan

31,930



Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Not Actual Mileage | Exceeds Mechanical Limits

Owner 1

Guaranteed
No Problem

Guaranteed
No Problem



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.



Additional History

Not all accidents / issues are reported to CARFAX

Total Loss

Owner 1

✓ No Issues
Reported

No total loss reported to CARFAX.	
Structural / Frame Damage No structural / frame damage reported to CARFAX.	☒ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	☒ No Issues Reported
Odometer Rollback No indication of an odometer rollback.	☒ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	☒ No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX.	☒ No Recalls Reported

Tell us what you know about this vehicle



Detailed History

Glossary

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased:	2007				
Type:	Private lease	12/07/2007		F riendly Buick Honda	Vehicle offered for sale
Where:	Michigan			Hummer	
Est. miles/year:	---			Clinton Township, MI	
Est. length owned:	12/19/07 - present (1 yr. 9 mo.)			586-412-9600	
				www.friendlyautogrou	
				p.com	
		12/10/2007	2	F riendly Automotive Group	Pre-delivery inspection completed
				Clinton Twp, Warren, Lapeer, and Roseville, MI	
				www.friendlyautogrou	
				p.com	
		12/19/2007	10	F riendly Automotive Group	Vehicle sold
				Clinton Twp, Warren, Lapeer, and Roseville, MI	
				www.friendlyautogrou	
				p.com	
		12/19/2007		M ichigan Motor Vehicle Dept.	Title or registration issued
				Sterling Heights, MI	First owner reported
				Title # [REDACTED]	Registered as lease vehicle
		03/11/2008	4,445	F riendly Chrysler Jeep	Oil and filter changed chassis lubricated
				Warren, MI	Tire repaired
				586-979-8700	
				www.friendlyjeep.com	
		07/31/2008	11,870	F riendly Automotive Group	Oil and filter changed chassis lubricated
				Clinton Twp, Warren, Lapeer, and Roseville, MI	
				www.friendlyautogrou	
				p.com	
		11/11/2008	17,680	F riendly Chrysler Jeep	Tires rotated
				Warren, MI	Oil and filter changed chassis lubricated
				586-979-8700	
				www.friendlyjeep.com	



BRAND SPANKIN' USED™

CERTIFIED PRE-OWNED VEHICLE DELIVERY CHECK SHEET

Customer Name [REDACTED] VIN 2ABHR54P18R
Delivery Date 11-04-09 Year 2008 Make CHRYSLER Model T&C
Dealership Name _____ Sales Consultant _____

Pre-Delivery

To be completed and checked ☒ by Sales Consultant

- | | |
|--|--|
| ☒ Vehicle is equipped as indicated in the contract of sale | ☒ Preset radio and clock |
| ☒ Vehicle interior/exterior clean | ☒ 125-point mechanical and appearance inspection has been completed, and checklist has been reviewed with, and provided to, the customer |
| ☒ Delivery appointment verified (if applicable) | ☒ Full CARFAX® Vehicle History Report provided to customer |
| ☒ Vehicle and customer paperwork prepared | ☒ Vehicle is ready for delivery |

Delivery

To be reviewed and checked ☒ by Sales Consultant with customer present

Vehicle Interior, including:

- ☒ Gauges and instrumentation
- ☐ Radio and clock operation
- ☒ Climate control operation
- ☒ Applicable safety features
- ☒ Seat, seat belt and air bag operation

Vehicle Exterior, including:

- ☒ Inspect exterior
- ☐ Hood operation and engine service checkpoints
- ☒ Tire and jack operation

Warranty and Applicable Service Contract and Accessories Disclosure

- ☒ FTC Buyer's Guide
- ☒ Certified Pre-Owned Vehicle Limited Warranty coverage and warranty information booklet
- ☒ Roadside assistance benefits
- ☐ Dealership has disclosed the sale of non-Chrysler Service Contracts and accessories on buyer's order or other required document.

General Information

- ☐ Owner's Manual
- ☐ Vehicle maintenance schedule
- ☒ Vehicle is equipped as agreed upon
- ☒ Dealer has made all disclosures and provided all materials required in the transaction state where the dealership is located
- ☒ Service and Parts Department introduction and business hours

- ☒ Dealership acknowledges the following services and/or equipment are not available at time of delivery but will be provided as follows:

Scheduled completion date and time _____ Sales Manager initials _____

Customer and/or dealer personnel general comments _____

Customer Follow-Up and Contact Information

Customer [REDACTED] Customer's preferred time of contact _____
Primary [REDACTED] _____ : _____ a.m. 6:00 p.m.
Secondary _____
Other means of contact (eMail address) _____

Sales Consultant

All of the items checked ☒ have been reviewed with the customer.

Sales Consultant/Date [Signature] 11-04-09

Customer Acknowledgement

I have been reviewed with me. _____ use.

Dealership Name

Year, Make and Model

Color

VIN

Date Inspected

Original In-Service Date

Stock Number

Mileage

Meets Chrysler
StandardsNot
ApplicableMeets Chrysler
StandardsNot
Applicable

Maintenance Standards (continued)

83. Identify non-Mopar accessories in Additional Information box ☒
84. Tires match and are manufacturer's recommended size/load capacity ☒
85. Wheels match and are correct size and offset ☒
86. Tread depth is $\frac{1}{2}$ " remaining ☒
87. Tire sidewall condition ☒
88. Tire pressures are set to Chrysler specifications ☒
89. Brake line condition ☒
90. Shocks and struts condition ☒
91. CV joints boot condition ☒
92. Exhaust system ☒
93. Front suspension ☒
94. Rear suspension ☒
95. Steering components ☒
96. Wheel bolts torqued to specifications ☒
97. Tire-changing equipment (including spare, if applicable) ☒
98. Drive belts are tight and not damaged ☒
99. Engine hoses ☒
100. Emissions system hoses ☒
101. State/local testing ☒
102. StarScan™ diagnostic ☒

Appearance Standards

Exterior condition

103. Body panels ☒
104. Fascias ☒
105. Bumpers ☒
106. Decals/emoles/trim pieces in place ☒
107. Glass/lamp covers ☒
108. Wheel/wheel covers ☒
109. Truck bed/bedliner ☒

Interior condition

110. Instrument panel ☒
111. Door panels ☒
112. Seating ☒
113. Headliner/package tray ☒
114. Luggage compartment ☒
115. Carpet/floor mats ☒

Detail Standards

Exterior detailing

116. Clean engine compartment ☒
117. Touch up/recondition minor surface scratches ☒
118. Remove tar, bugs and road oil ☒
119. Exterior wash and wax ☒
120. Wipe down all door jambs ☒

Detail Standards (continued)

Interior detailing

121. Clean ashtray/cigarette lighter ☒
122. Clean vinyl, plastic and leather surfaces ☒
123. Clean glass surfaces ☒
124. Vacuum and/or shampoo all interior carpets ☒
125. Free of odors/moisture and water leaks ☒

Satellite Equipped Radios

Retrieve the Radio Electronic Serial Number (ESN)

021479422910

Authorized Signature

My dealership has inspected all of the above items. The vehicle qualifies as a Factory-Backed Certified Pre-Owned Vehicle. Except where noted, all standards listed have been met.

Authorized Signature

Title

Date

Customer Signature

Signature

Date

Additional Information

Chrysler, Dodge and Jeep are registered trademarks of Chrysler Group LLC.
CARFAX is a registered trademark of CARFAX, Inc.



CERTIFIED PRE-OWNED VEHICLE INSPECTION CHECKLIST

This inspection checklist must be completed with *all* items checked, signed by responsible persons as indicated, and retained along with repair orders in the vehicle's history file. Failure to do so will void the vehicle's certification.

	Meets Chrysler Standards	Not Applicable		Meets Chrysler Standards	Not Applicable
Qualification Standards			Mechanical Standards (continued)		
1. Under 65,000 miles	☒		ROAD TEST		
2. Five model years or newer	☒		46. Ease of starting	☒	
3. No frame damage	☒		47. Cold-idle quality	☒	
4. Clean title	☒		48. Gear selector operation	☒	
5. Aftermarket accessories do not compromise safety, emissions or operation of vehicle	☐	☐	Steering performance		
Ownership Materials			49. Power steering performance	☒	
6. Warranty Manual	☒		50. Steering wheel center alignment	☒	
7. Owner's Manual	☒		51. Vehicle tracking performance	☒	
8. Operational key	☒		Equipment operation		
9. CARFAX [®] report	☒		52. Cruise control	☒	☐
10. Certified Pre-Owned Consumer Warranty Booklet	☒		53. Overdrive	☒	☐
Mechanical Standards			54. Instrument panel/gauges	☒	
PRE-ROAD TEST			55. Sound and/or Entertainment system	☒	
Underhood checks			Powertrain performance		
11. Hood release	☒		56. Acceleration performance	☒	☒
12. Brake fluid	☒		57. Clutch operation (manual transmission)	☒	☐
13. Power steering fluid filled	☒		58. Upshifting performance	☒	
14. Wiper/washer fluid filled	☒		59. Downshifting performance	☒	
15. Battery condition/load test	☒		60. Steady throttle performance	☒	
16. Charging system operation	☒		61. Transfer case/all-wheel-drive performance	☒	☒
17. Throttle linkage operation	☒		62. Hot-idle performance	☒	
Operational checks			Braking performance		
18. Remote key fob	☒		63. Brake booster performance	☒	
19. Door/liftgate/trunk	☒		64. Vehicle tracking	☒	
20. Seat adjuster	☒	☐	65. Antilock brake system	☒	☐
21. Steering column adjuster	☒		66. Overall stopping performance	☒	
22. Ignition switch	☒		Vehicle comfort		
23. Malfunction indicator lamp/warning lamp	☒		67. Interior noise level	☒	
24. Air bag system	☒		POST-ROAD TEST		
25. Trip computer/overhead console	☒	☐	68. Fluid leaks — visible inspection	☒	
26. Heated seat	☒	☒	69. All fluid levels (underhood)	☒	
27. Heating; ventilation, air conditioning system	☒	☐	70. Hot restart performance	☒	
28. Turn signal/hazard lamps	☒		Maintenance Standards		
29. Horn	☒		Perform the following fluid inspection and/or changes:		
30. Brake lamps	☒		71. Change engine oil, oil filter and use Mopar Parts	☒	
31. Headlamp/high beam/low beam	☒		72. Inspect air filter	☒	
32. Interior lamps	☒		73. Automatic transmission fluid and filter	☒	☐
33. Door locks (all switches)	☒		74. Manual transmission fluid	☐	☒
34. Windows	☒		75. Front differential fluid (4x4 only)	☐	☒
35. Parking brake	☒		76. Rear differential fluid (4x4/RWD/AWD)	☐	☒
36. Fog lamps	☒	☐	77. Transfer case fluid (4x4/AWD)	☐	☐
37. Windshield wiper system operation	☒		78. Engine coolant level and test	☒	
38. Wiper blades in good condition	☒		79. Front brakes have 50% or more of lining remaining	☒	
39. Rear window wiper and condition	☒	☐	80. Front and rear brake component condition	☒	
40. Rearview mirror	☒		81. Rear brakes have 50% or more of lining remaining	☒	
41. Sideview mirrors	☒	☐	82. Perform outstanding vehicle campaigns	☒	
42. Rear defroster	☒				
43. Seat belts	☒				
44. Convertible top	☐	☒			
45. Sunroof	☐	☒			

CHRYSLER



DODGE

Jeep

RAM

GWINNETT CHRYSLER DODGE JEEP RAM

5054 HIGHWAY 78
STONE MOUNTAIN, GA 30087
(770) 972-7767

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

Adv: 425 PHILLIP IVEY		Tag: 6169	License: [REDACTED]	2A8HR54P1 8R [REDACTED]	Page: 1	Invoice: W04150
Invoice to			Driver/Owner Information			
[REDACTED] DECATUR, GA Home: [REDACTED]			[REDACTED] DECATUR, GA Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 63487 Out: 63490		Dist: DOD WAR W F Prelim		08 CHRYSLER TOWN&CENTRY TOURING 4DR MVAN BURGAND		
Begin: 06/26/12	Done: 06/29/12	Invoiced: 06/29/12 13:37 PI				
Customer Concern						
Concern 51	C/S VAN SHUT OFF WHILE DRIVING DOWN THE ROAD			Operation 51	Tech 407	Amount
Correction	TESTED, REPLACED AND PROGRAMED PCM					
Parts	Part Number	PO#	Note	Description	Qty	Sell
	SPO RL150252AD			*MODULE POWER REMFG	1	
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice W04150				Payment Distribution for Invoice W04150		
Attention: The following Invoices also exist CSC - CHRY SERV If you have any questions - please see PHILLIP IVEY						

Last Page

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.

X



1000

20077

U.S. POSTAGE
PAID
AVONDALE ESTATE, GA
30002
OCT 01, 13
AMOUNT

\$0.66

00013757-06

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
OFFICE OF DEFECTS INVESTIGATION, NVS 210
1200 NEW JERSEY AVE. S.E.
WASH. DC. 20077-9382

200779382

