

MAY 27 2014

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 11-APR-2014	Repository ☐ Reference No. 10579207
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name		Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number		
NORTH RIDGEVILLE	OH				
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 2C4RC1CG8CR		Make CHRYSLER	Model TOWN AND COUNTRY	Model Year 2012	
Date Purchased 11-28-2011	Dealer's Name and Telephone Number ED Tomko 440 933-3500		Engine: No: Cylinders 6	Fuel Type: gasoline / FLEX FUEL	
Original Owner ☒	Dealer's City AURORA LAKE	State OHIO	Zip Code 44012		
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 04-APR-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: VISIBILITY/WIPER (PWS) BLIND SPOT INDICATOR SENSOR ON RT & LTR			Failure Mileage 56000	Failure Speed 35	
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 ☐ 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 2012 CHRYSLER TOWN & COUNTRY. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 35 MPH, THE BLIND SPOT INDICATOR FAILED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE CONTACT WAS INFORMED THAT THE BLIND SPOT INDICATOR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 56,000. INDICATOR LIGHTS ON VEHICLE ARE CONTINUOUSLY ON CAUSING A VISUAL DISTRACTION DURING DRIVING. THIS VEHICLE WAS PURCHASED NEW AND HAD NOT BEEN IN AN ACCIDENT. AS A RESULT OF THIS FAULTY SENSOR THE SAFETY FEATURE IS DISABLED. THE DEALERSHIP STATED THERE IS A 30 DAY BACK ORDER FOR THIS PART, AND CONSULTING WITH A LOCAL MECHANIC HIS PARTS DISTRIBUTOR STATES THERE ARE 750 OF THESE SENSORS ON BACK ORDER WHICH LEADS ME TO BELIEVE THERE IS A PROBLEM. THANK YOU FOR LOOKING INTO THE MATTER.					
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 #: [REDACTED]

8323

ED TOMKO

INVOICE

CHRYSLER - JEEP, INC.33725 WALKER RD. · AVON LAKE, OH 44012
LORAIN (440) 933-3500 · CLEVELAND (440) 835-5900
FAX (440) 933-7740

NORTH RIDGEVILLE, OH

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HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2126 CHARLIE HAUGHT

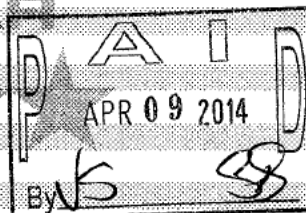
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PAV Dk. Ch	12	CHRYSLER TOWN & COUN	2C4RC1CG8CR		56475/56475		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28NOV11 DD			17:00 10APR14			CASH	10APR14

R.O. OPENED		READY		OPTIONS: SOLD-STK:E4558 DLR:66057			
				ENG:ERB_3.6L_V6_24V_VVT Engine			
09:52 10APR14		10:53 10APR14		TRN:DG2_6-Speed Automatic 62TE Transmission			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A OWNER STATES THE BLIND SPOT MONITOR IS COMING ON, PLEASE CHECK AND ADVISE

80 RAN SYSTEM TEST FOR BLIND SPOT MONITOR AND
FOUND FAULTY SENSOR ON RT REAR QTR. PART HAS
TO BE ORDERED (PARTS AND LABOR \$1155.00) + TAX

9794 C 1.00 90.00 90.00



There is a 10% charge for miscellaneous items (Max. is \$25.00) used in connection with the service of your vehicle. Applicable items are: Nuts, Bolts, Washers, Cotter Pins, Tape, Silicones, Grease, Solvents, Gasket Sealers, Carburetor Cleaner, Towels, Window Cleaner, Solder, Battery Cleaner, Battery Sealer, Wire, Windshield Sealer, Choice Cleaner, Whitegrease, Paper Floor Mats, etc.

All parts sold or used are subject to the Magnuson-Moss Act and the merchandise purchased is under

LIMITED WARRANTY

By The Manufacturer - The Terms Of This Warranty Are Available For Your Inspection.

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	90.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	90.00
COUPON	0.00
SALES TAX	5.85
PLEASE PAY THIS AMOUNT	95.85