


AUG 19 2014

 <p>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</p>				FOR AGENCY USE ONLY 100148	
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>				Date Received 18-JUN-2014 Repository <input type="checkbox"/> Reference No. 10599109	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
BAY HARBOR		MI			
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	
2A4RR8DG7BF		CHRYSLER		TOWN AND COUNTRY	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
7-5-2011		Sunset (Service Dealer)		No: Cylinders	
Original Owner		Dealer's City		Fuel Type:	
<input checked="" type="checkbox"/>		Sarasota		3.6 L V6 Regular	
Transmission Type		Powertrain		Multiple Failure:	
Auto (6spd)		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Brake L Rear wheel	
Incident Date(s) 05-MAR-2013 11 April 2014 02 July 2014					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: BRAKES (PWS)				Failure Mileage	
Left Rear Brake 34,102 miles 51,123 and at 55,869				34,102-32000 51,123 55,869	
FAILURE SPEED					
34,102-32000 51,123 55,869					
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	
				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 2011 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE REAR DRIVER" SIDE BRAKE WAS MAKING A LOUD ABNORMAL SOUND. THE CONTACT STATED THAT HE REPLACED THE CALIPERS ON THE SAME WHEEL SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 32,000 AND THE CURRENT MILEAGE WAS 55,000. \ 51,123 and 55,869 Three set of complete brakes in approx 20,000 miles					
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.					

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CUSTOMER NO. 47948	ADVISOR JEFFREY INGALLS	TAG NO. 1221	INVOICE DATE 07/02/14	INVOICE NO. CHCS243061
	LABOR RATE	LICENSE NO.	MILEAGE 55,869	COLOR BLACK/
	YEAR / MAKE / MODEL 11/CHRYSLER/TOWN & COUNTRY/4DR WGN T			STOCK NO.
PETOSKEY, MI	VEHICLE I.D. NO. 2 A 4 R R 8 D G 7 B R			DELIVERY DATE
	R.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			07/02/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 55871		

JOB# 1 CHARGES

LABOR
 # 1 08CHZ *MISC BRAKES UNITS 1.60 TECH(S):1201 136.00

CUSTOMER STATES OCC THERE IS SQUEELING FROM THE REAR AFTER DRIVEN A WHILE. IN PAST HAS RECENTLY HAD CALIPER/ROTOR REPLACED WHILE IN FLORDIA. CHECK AND ADVISE. LR OUTER PAD WORN OUT,PADS BINDING IN ABUTEMENTS,REAR ROTORS RUSTED AND PULSATING. REAR BRAKE JOB WITH NEW V-LINE PADS,ROTORS AND CLIPS. T1201

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	2	V5011996-AB	ROTOR BRA 05005003	60.85	60.85	121.70
	1	V2019887-AB	PAD REAR 05003003	80.00	80.00	80.00
			WITH CLIPS			
TOTAL - PARTS						201.70

JOB# 1 TOTALS

LABOR	136.00
PARTS	201.70
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	337.70

STATE REG. NO. F147515

CERTIFICATION
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$350.00 (+TAX)

TECHNICIAN CERTIFICATION
 1201 BRADLEY WELD M160031

TOTALS

PAY METHODS	TOTAL LABOR....	136.00
	TOTAL PARTS....	201.70
	TOTAL SUBLET....	0.00
CASH	TOTAL G.O.G....	0.00
CHECK#	TOTAL MISC CHG.	0.00
CREDIT CARD	TOTAL MISC DISC	0.00
	TOTAL TAX.....	12.10
TOTAL INVOICE \$		349.80

INHOUSE CHARGE
 FORD FACILITY NO: F147515
 CHRYSLR FACILITY NO:F103329

Thank You

MICH. REG.# F-147515

PARTS & SERVICE HOURS
 MON. - FRI. 7:30 AM - 5:30 PM

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company, FRAL/HRNVE, CC156480, 01/11



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SUNSET

Jeep.



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CUSTOMER NO. 64246		ADVISOR LAWRENCE SHERMAN	212	TAG NO. 3700	INVOICE DATE 04/11/14	INVOICE NO. DOCS383276
HAY HARBOR, MI		LABOR RATE	LICENSE NO.	MILEAGE 51,123	COLOR	STOCK NO.
YEAR / MAKE / MODEL 11/CHRYSLER/TOWN & COUNTRY/4DR WGN T		VEHICLE I.D. NO. 2 A 4 R R 8 D G 7 B R		DELIVERY DATE		DELIVERY MILES
F.T.E. NO.		P.O. NO.		R.O. DATE 04/11/14		PRODUCTION DATE
BUSINESS PHONE		COMMENTS		MO: 51125		

LABOR & PARTS
 # 1 05CHZ BRAKE SYSTEM HOURS: TECH(S): 232 WARRANTY
 C/S DRIVER WHEEL GETTING HOT AND MAKING NOISE FROM REAR BRAKES AND SQUEEKING L/REAR CALIPER STICKING
 MOPAR CLAIM
 'GOODWILL' MOPAR WARRANTY ON PART ONLY
 RO# 359034 / DOR: 05-02-13 / 34,102 MILES
 REPLACED L/REAR CALIPER. BLEED SYSTEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	68029849-AD	CALIPER D 5005001	JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	05CHZ01		BRAKES NOISEY	HOURS: TECH(S): 232	09.95
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	109.95

COMMENTS
 DROP OFF
 TOTALS

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal." [s.559904(4)]

"The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state[s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]."

TOTAL LABOR....	109.95
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	109.95

PAID
 APR 11 2014
 BY: DSC

CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I ACKNOWLEDGE AND APPROVE OF ALL WORK PERFORMED, INCLUDING ANY ADDITIONAL WORK THAT MAY HAVE BEEN ADDED ON THE ORIGINAL WORK ORDER. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE AND I HAVE REVIEWED THE TERMS AND CONDITIONS LISTED ON THE REVERSE SIDE OF THIS PAGE.

CUSTOMER SIGNATURE X

The Reynolds and Reynolds Company EPALZPRIVE G025986 O (08/03)



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05011D005259094 FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

CUSTOMER NO. 64246 LAWRENCE SHERMAN 212 TAG NO. 3132 INVOICE DATE 03/03/13 WORK ORDER NO. 559034
LABOR RATE LICENSE NO. MILEAGE 34,102 COLOR STOCK NO.
HAY HARBOR, MI
11/CHRYSLER/TOWN & COUNTRY/4DR WGN T
VEHICLE ID NO. Z A 4 R R 8 D G 7 B R
F.T.E. NO. P.O. NO. 05/02/13 MILEAGE OUT
BUSINESS PHONE COMMENTS MO: 34105

LABOR & PARTS
JOB # 1 00CH214 BRAKE INSPECTION/SER HOURS: 0.50 TECH(S): 232 WARRANTY
C/S REAR BRAKE ARE VERY HOT MAKING NOISE
SEIZED CALIPER
CHECKED OVER, FOUND LEFT REAR CALIPER SEIZED, PAD WORN DOWN
AND ROTOR WARPED. REPLACED CALIPER PADS AND ROTOR.

Table with 5 columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes rows for CALIPER D 5005001, ROTOR BRA 5005003, PAD REAR 5003003. Totals: JOB # 1 TOTAL PARTS 0.00, JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+25CHZ01 DEALER RENTAL HOURS: TECH(S): 99 0.00
D12213 25.00 DAY

Table with 5 columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Totals: JOB # 2 TOTAL PARTS 0.00, JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+00CHZ02 LDF HOURS: TECH(S): 232 6.76
LUBE, OIL, AND FILTER CHANGE
CHECK BELTS, FLUIDS, HOSES, SET TIRE PRESSURES
LUBE, OIL, AND FILTER CHANGE - STANDARD GASOLINE ENGINE

Table with 5 columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes rows for FILTER EN 9057006, OIL 1081090. Totals: JOB # 3 TOTAL PARTS 22.19, JOB # 3 TOTAL LABOR & PARTS 28.95

PAID
BY: Amek

J# 4+25CHZM38 CSN: M38 HOURS: 0.20 TECH(S): 232 WARRANTY
CUSTOMER SATISFACTION NOTIFICATION #M38
REPROGRAM POWERTRAIN CONTROL MODULE
REPROGRAMMED THE POWERTRAIN CONTROL MODULE

Table with 5 columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Totals: JOB # 4 TOTAL PARTS 0.00, JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+25CHZL41 CSN: L41 HOURS: 0.20 TECH(S): 232 WARRANTY
CUSTOMER SATISFACTION NOTIFICATION #L41
OXYGEN SENSOR HEATER SENSE CIRCUIT
REPROGRAMMED POWERTRAIN CONTROL MODULE

Table with 5 columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Totals: JOB # 5 TOTAL PARTS 0.00, JOB # 5 TOTAL LABOR & PARTS 0.00

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CUSTOMER SIGNATURE X

The Reynolds and Reynolds Company BRN/SHV/E 0000000 0 (0000)



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05011D028547054 FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

CUSTOMER NO. 64246	ADVISOR LAWRENCE SHERMAN	212 TAG NO. 3132	INVOICE DATE 05/03/13	INVOICE NO. DOCS359034
	LABOR RATE	LICENSE NO.	MILEAGE 34,102	COLOR
HAY HARBOR, MI	YEAR / MAKE / MODEL 11/CHRYSLER/TOWN & COUNTRY/4DR WGN T			DELIVERY DATE
	VEHICLE I.D. NO. 2 A 4 R R 8 D G 7 B R			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/02/13	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	MO: 34105	

LABOR & PARTS
 JOB # 6+00CHZ44 BG BRAKE FLUSH HOURS: 1.00 TECH(S): 232 60.00
 BG BRAKE FLUID FLUSH
 Flush Brake System All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1	BFBC8	84032 BR 0000000000	39.95	39.95
				JOB # 6 TOTAL PARTS	39.95
				JOB # 6 TOTAL LABOR & PARTS	99.95

JOB # 7+00CHZ14B REAR BRAKE JOB HOURS: TECH(S): 232 109.95
 REPLACED RIGHT SIDE CALIPER, PADS AND ROTOR AT CUSTOMERS REQUEST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 7	1	4721996-AB	ROTOR BRA 5005003	69.70	69.70
JOB # 7	1	68029848-AD	CALIPER D 5005001	77.45	77.45
				JOB # 7 TOTAL PARTS	147.15
				JOB # 7 TOTAL LABOR & PARTS	257.10

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP MATERIALS		35.00	
				TOTAL - MISC	35.00

COMMENTS
 231-881-1199
 CUSTOMER AND WRITER AGREE SHOULD DO OTHER SIDE CUST PAY

TOTALS		
TOTAL LABOR	176.71	
TOTAL PARTS	209.29	
TOTAL SUBLET	0.00	
TOTAL G.O.G.	0.00	
TOTAL MISC CHG	35.00	
TOTAL MISC DISC	0.00	
TOTAL TAX	29.47	
TOTAL INVOICE \$	450.47	

"This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal." [s.559904(4)]

"The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state[s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]."

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CUSTOMER SIGNATURE

CUSTOMER SIGNATURE X

CHRYSLER TOWN AND COUNTRY Problems with Service Brakes

Auto Recalls For Consumers

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2011 CHRYSLER TOWN AND COUNTRY Problems & Complaints

Read complaint(s) filed for the [2011 CHRYSLER TOWN AND COUNTRY](#). These complaints & problems includes information received by NHTSA from consumers either directly or as recorded by the Vehicle Safety Hotline. This information may be used by NHTSA during the investigation process. You may file your own complaint for the [2011 CHRYSLER TOWN AND COUNTRY](#) by calling the NHTSA Monday-Friday 8am to 8pm at (888) 327-4236, TTY: (800) 424-9153. You can also [file your complaint online](#).

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Vehicle Information (107 Complaints)

Date reported	May 02, 2014
Location	DAYTON, OH
Manufacturer	Chrysler Group LLC
Vehicle	2011 CHRYSLER TOWN AND COUNTRY
Transmission	Not Specified
Drivetrain	Not Specified
Fuel type	Not Specified
Occurrences	0
Crash involved	N
Injuries	0
Deaths	0
Source	NHTSA Website

CHRYSLER

The All-New Chrysler 200

VIEW INCENTIVES

Complaint - [Service Brakes](#)

[All Complaints](#)

ON 8/3/13 (OR WITHIN A DAY OR TWO OF THAT DATE), I TOOK THE CAR TO THE DEALERSHIP. THE CAR HAD LESS THAN 36,000 MILES ON IT. IT NEEDED THE REAR BRAKES REPLACED, AND THERE WAS UNEVEN WEAR BETWEEN THE R & L BRAKES. DEALERSHIP REPLACED BRAKES AND CALIPERS ON BOTH REAR WHEELS. HAVE FELT SOME PULSING WHEN BREAKING, HAVE BEEN GETTING A HORRID BURNING SMELL WHEN DRIVING, CAN FEEL EXTREME HEAT FROM LR WHEEL AFTER DRIVING. TOOK TO DEALER. 4/28/14 REAR BRAKES AGAIN HAVE UNEVEN WEAR (L 6MM; R 8MM) LR OUTBOARD BRAKE PAD BACKING CLIP DISLODGED AND CONTACTING ROTOR. LIP IS DAMAGED. REMOVED LR CALIPER AND FOUND PADS FROZEN IN CALIPER BRACKET. APPROXIMATELY 8 MONTHS SINCE BOTH WERE REPLACED BY DEALERSHIP; AND APX. 12,000 MILES PUT ON THE CAR. ROTORS WERE DAMAGED AS WELL AND HAD TO BE REPLACED. HAD TO PUT NEW ADAPTER BRACKETS ON THE VAN, BECAUSE THE OEM ONES WERE CAUSING BRAKES TO SEIZE UP - PER DEALERSHIP. DEALERSHIP ALL FOR FIXING PROBLEM, AND SO IS CHRYSLER, AS LONG AS YOU ARE WILLING TO PAY FOR THE REPAIRS FOR THEIR DEFECTIVE AND DESIGN FLAWED BRAKES.

2011
CHRYSLER TOWN AND COUNTRY Problems with Service Brakes

Auto Recalls For Consumers

Car Recalls Tire Recalls Motorcycle Recalls RV Recalls Commercial Vehicles Child Car Seats Complaints Search Alerts

2011 CHRYSLER TOWN AND COUNTRY Problems & Complaints

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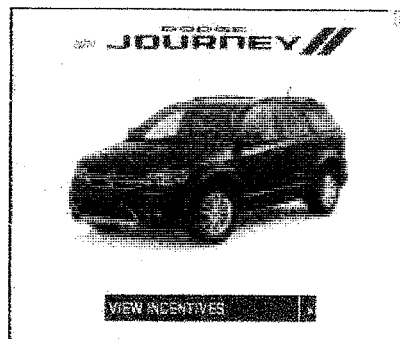
#1 Extended Auto Warranty

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Vehicle Information (107 Complaints)

Date reported	Feb 04, 2014
Location	MARBLEHEAD, MA
Manufacturer	Chrysler Group LLC
Vehicle	<u>2011 CHRYSLER TOWN AND COUNTRY</u>
Transmission	Not Specified
Drivetrain	Not Specified
Fuel type	Bi-Fuel
Occurrences	1
Crash involved	N
Injuries	0
Deaths	0
Source	<u>NHTSA Website</u>



RICK KLINE

Complaint - Service Brakes

All Complaints

BEGAN TO EXPERIENCE A LOUD, FREQUENTLY OCCURRING SQUEAK AND SQUEALS ASSOCIATED WITH THE REAR BRAKES WHILE CAR WAS MOVING. WOULD APPEAR RANDOMLY AT ANYTIME OR ANY SPEED AND WOULD LAST FOR HOURS OR DAYS. HAVE HAD PROBLEM OVER ONE YEAR. A SLIGHT TOUCH OF THE BRAKE PEDAL WOULD CAUSE NOISE TO IMMEDIATELY CEASE. HAD DEALER REMOVE REAR WHEELS ON TWO DIFFERENT OCCASIONS OVER THE LAST YEAR AND THEY REPORTED NO PROBLEM OBSERVED. ISSUE NEVER WENT AWAY. IN FOR OIL CHANGE TODAY AND TOLD DEALER TO LOOK AT REAR WHEELS AND BRAKES AGAIN..... THEY TOLD ME REAR BRAKES WERE METAL TO METAL AND COMPLETELY WORN DOWN AND WANT \$450.00 TO TURN ROTORS AND REPLACE BRAKE PADS. CAR HAS 23,500 MILES OF NORMAL DRIVING. TO ME, THIS IS QUITE OUT OF THE ORDINARY AND CLEARLY THERE IS A MANUFACTURING ERROR HERE. IT'S CRAZY TO EXPECT \$450.00 EVERY 23 K MILES TO REPAIR REAR BRAKES ON A PRACTICALLY NEW CAR THAT I BOUGHT NEW AND HAVE OWNED FOR ONLY 2 YEARS ! HAVE SEEN A LITANY OF SIMILAR COMPLAINTS—IS THERE ANY RECOURSE ?