


AUG 14 2014

 <p align="center"><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>                  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	
				Date Received 24-JUN-2014	Repository <input type="checkbox"/> Reference No. 10605581
<b>OWNER INFORMATION (Type or Print)</b>				Daytime Telephone Number	
Name		Address		E-mail Address NOEMAIL@UNK.GOV	
City WATERTOWN		State WI		Evening Telephone Number	
Zip Code					
<p><i>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).</i></p>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2A4RR5DG1BR			Make: CHRYSLER	Model: TOWN AND COUNTRY	Model Year 2011
Date Purchased		Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 05-NOV-2013
	<input type="checkbox"/> Cruise Control				
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 150000 SEAT BELTS				Failure Mileage 28150	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
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:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>					
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b>                  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).</p>					
<p>TL* THE CONTACT OWNS A 2011 CHRYSLER TOWN &amp; COUNTRY. THE CONTACT STATED THAT THE PASSENGER SEAT BELT WARNING CHIME WAS MALFUNCTIONING. THE CONTACT MENTIONED THAT IF THE PASSENGER DID NOT SECURE THE SEAT BELT, THE WARNING CHIME WOULD NOT COME ON. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE PASSENGER SEAT BELT WARNING CHIME WAS NOT DEFECTIVE AND ADVISED THE CONTACT THAT THE MANUFACTURER HAD DECIDED TO DISABLE THE FEATURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 28,150.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float:right">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></p>					
<p>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.</p>					



# STAR Case

**Case Number:** S1208000186

**Release Date:** 05/10/2012

**Symptom/Vehicle Issue:** Seat Belt Unbuckle Warning Inoperative

**Discussion:** Passenger Side Belt Alert system has been disabled in the ORC on ALL 2011 RT Mini Vans. This vehicle is operating as designed.

**Contact the STAR Center for assistance if no solution is found**

Chrysler Group LLC

Version 3

BIS

**Aug. 5, 2014**

**Three times I took the car to the dealership.**

**Three times I called Chrysler Corp.**

**The third time at the dealership they came up with the enclosed information.**

**The third time calling Chrysler, they turned the problem over to the Engineering Dept. and came back to me with the answer which never happened.**

**My concern is why would Chrysler disconnect the passenger's seat belt warning device.**

**After the frustration of dealing with Chrysler Corp., I was not going to pursue the situation because my wife and I always buckel-up but, an instant arose when we had a passenger who didn't buckel up and I didn't notice it for 9 blocks or so. A warning system would have gone off and the passenger would have buckeled up. Good thing there wasn't an accident where a seatbelt would have saved a life.**

**Sincerely,**

[REDACTED]

**e-mail**

[REDACTED]