

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 100148



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

Date Received
24-JUN-2014
SFP 12 2014
Repository ☐
Reference No.
10605676

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City DEFIANCE State OH Zip Code [REDACTED]
Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address NOEMAIL@UNK.GOV

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
2A8HR44H98R [REDACTED]
Make CHRYSLER Model TOWN AND COUNTRY Model Year 2008
Date Purchased 6-01-10 Dealer's Name and Telephone Number Donlen Corp - Just
Original Owner ☐ NO Dealer's City Northbrook State IL Zip Code 60062
Engine: No: Cylinders 1
Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain model TWC Body SW
Multiple Failure: Incident Date(s) 6/08/14
09-JUN-2014
6/25/14
④ + 1 o'clock time - did not write info down

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM
Failure Mileage Failure Speed

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 2008 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE ELECTRICAL COMPONENTS ON THE VEHICLE MALFUNCTIONED. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THE TOTAL INTEGRATED POWER MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT 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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

June 8+9 car was locked + power was going into store + was away from car. Horns went solid, back wipers went high speed, windshield washer + back washer sprayed, lights flashing, security alarm started. Tried remote + finally stopped wents - (about 35 mins.) June 12, car sitting in drive unlocked for a couple hours, opened door to lock car + all info above started in again. Tried to use key + turn on car + not able to do so, intermittent door locks + unlock, soon the horn changed pitches + acted like security alarm on, wiper fluid running + lights on. Fan was running on condenser - Initially unhooked battery to stop activity. CK engine light was on.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

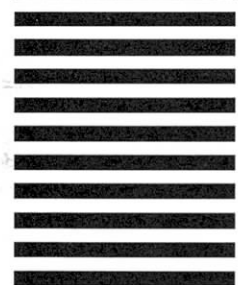
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

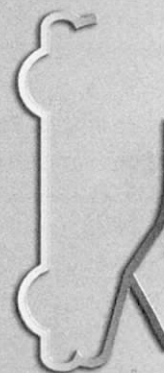
POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



20390 C R 424

Defiance, Ohio 43512

Phone (419) 782-7373

Approved
Auto Repair

RO 57338	VN 2 A 8 H R 4 4 H 9 8 R			DATE IN 06/18/14
YEAR 2008	MAKE CHRYSLER	MODEL TOWN & COU	COLOR DEFIANCE OH	TIME IN 09:47
MILES IN 70640	MILES OUT 70640	FIRST USE 00/00/00	LISC OH	CLOSED 06/20/14
SEE ALSO	RES H: W: -			WRITER CHARLENE

(1) CUSTOMER STATES CK ENGINE LIGHT IS ON (WIPERS CAME ON & WOULD NOT SHUT OFF, PANIC ALARM WAS GOING OFF)
CHECKED VEHICLE FOR DTCS. FOUND NUMEROUS DTCS FOR LOSS OF POWER AND NUMEROUS TIPM CONTROLLED DTCS. PERFORMED DIAGNOSING AND TESTING. ALL WIRING IS OK. TIPM IS MALFUNCTIONING INTERNALLY. WIPERS WONT PARK CORRECTLY-MAY BE RELATED TO TIPM. HOWEVER MAY NEED MORE BUT NEED TO REPLACE TIPM FIRST REPLACED TIPM. NO DTCS REMAIN. LET VEHICLE SIT AND TRIED TO DUPLICATE-NO CONDITIONS RETURNED

Labor	T01	450.00
RL049720AT (MODULE)	1	647.00
Total Labor		450.00
Total Parts		647.00

(01- GREG-)

A

Total Repair (Customer)..... 1097.00

- Community Reputation
- Facility Appearance
- Customer Service
- Staff Qualifications and Training
- Tools and Equipment
- Range of Services and Products
- Customer Satisfaction

No parts given to customer

Totally Integrated Power Module

Next Service SEP '14 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this product.

X

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Job 57338

57338



Customer Copy

INT.		CUSTOMER
.00	Labor	450.00
.00	Parts	647.00
.00	Sublet	.00
.00	Haz. Mat.	.00
.00	Oil/Grease	.00
.00	Sub Total	1097.00
.00	Tax	74.05
.00	Total (Cash)	1171.05