

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 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

Repository

05-AUG-2014

Reference No.

NOV 10 2014

10618994

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City GREENWICH State NY Zip Code [Redacted]

Daytime Telephone Number [Redacted]

E-mail Address NOEMAIL@UNK.GOV

Evening Telephone Number

Same

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 2A4RR5DG3BR [Redacted]		Make CHRYSLER	Model TOWN AND COUNTRY	Model Year 2011
Date Purchased 10-18-13	Dealer's Name and Telephone Number Batten Kill Motors (518) 092-2886		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner No <input type="checkbox"/>	Dealer's City Greenwich	State N.Y.	Zip Code 12834	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 22-JUL-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 284000 BACK OVER PREVENTION: CAMERA SYSTEM, 110000 ELECTRICAL SYSTEM, 356000 EQUIPMENT ADAPTIVE, 120000 EXTERIOR LIGHTING	Failure Mileage- 48000	Failure Speed All Speeds
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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
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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 EXTERIOR LIGHTING ON THE SIDE VIEW MIRRORS AND THE BEEPING NOISES WERE VERY DISTRACTING WHEN THE VEHICLE WAS SHIFTED INTO DRIVE. THE SERVICE REAR CAMERA WARNING INDICATORS WERE CONSTANTLY ILLUMINATED AND THE REARVIEW MIRROR WAS NOT WORKING PROPERLY. THE DEALER STATED THAT THE BLIND SPOT SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOT NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 48,000.

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)

Chime for rear sensor camera rings constantly while driving vehicle, also amber lights in both outside mirrors are flashing @ same time. Given a safety concern this condition is very distracting & annoying, Chrysler informed me that the rear camera computer module needs replacing and not covered by them, also quite expensive, I don't feel that this is acceptable on a vehicle that didn't have 50K miles on it when reported. Research tells me that other Chrysler owners have experienced similar concerns. I am sorry that I have been reluctant to answer your inquiry due to the stress this has brought on my family.

ATTACH ADDITIONAL SHEETS IF NECESSARY

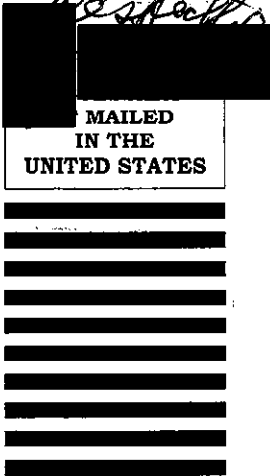
U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300

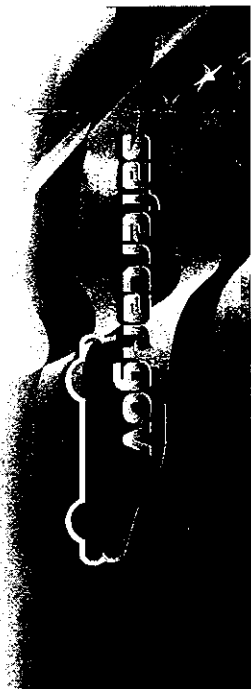
NY 100
28 OCT '14
PM 11



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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



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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