


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

OCT 2 2014

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<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>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received 11-AUG-2014</p>		<p>Repository <input type="checkbox"/></p>			
<p>Reference No. 10621311</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address NOEMAIL@UNK.GOV</p>	
<p>Evening Telephone Number</p>		<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [REDACTED]</p>		<p>City ELMIRA</p>		<p>State MI</p>	
<p>Address [REDACTED]</p>		<p>Zip Code [REDACTED]</p>		<p>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).</p>	
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2A4RR5DG7BR [REDACTED]</p>		<p>Make CHRYSLER</p>		<p>Model TOWN AND COUNTRY</p>	
<p>Model Year 2011</p>		<p>Date Purchased</p>		<p>Dealer's Name and Telephone Number</p>	
<p>Engine: No: Cylinders</p>		<p>Fuel Type:</p>		<p>Original Owner <input type="checkbox"/></p>	
<p>Dealer's City</p>		<p>State</p>		<p>Zip Code</p>	
<p>Transmission Type</p>		<p><input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>		<p>Powertrain</p>	
<p>Multiple Failure:</p>		<p>Incident Date(s) 02-JUL-2014</p>		<p>Failed Component(s)/Part(s) Information</p>	
<p>Vehicle Component Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM</p>				<p>Failure Mileage</p>	
<p>Failure Speed</p>				<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>	
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured 0</p>	
<p>Number of Deaths 0</p>		<p>Reported to Police N</p>			
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2011 CHRYSLER TOWN AND COUNTRY. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM); HOWEVER, THE PART NEEDED FOR THE REPAIR WAS UNAVAILABLE. THE MANUFACTURER WAS NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>				<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</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>					

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

The local Chrysler Dealer informed me the part was unavailable. There is no indication when the part will be available; (some recalls it has taken more than 1 year for the part to be received). Is this acceptable?? Not in my view.

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

TRAVERSE CITY MI 496 1 10 SEP 2014 PM

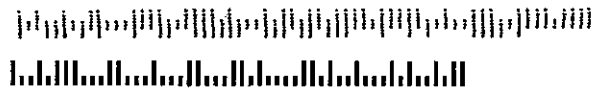
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BUSINESS REPLY MAIL

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



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

