

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

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

FOR AGENCY USE ONLY 100148

Date Received

17-SEP-2014

Repository ☐Reference No.
10637074**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City CORNING

State NY

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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

2A8HR64X38R [REDACTED]

Make
CHRYSLERModel
TOWN AND COUNTRYModel Year
2008Date Purchased
09/18Dealer's Name and Telephone Number
Simmons & RockwellEngine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

6

gas

Transmission Type

auto

☒ Antilock Brakes☒ Cruise Control

Powertrain

FWD

Multiple Failure:

2

Incident Date(s)

10-SEP-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM

Failure Mileage
40128Failure Speed
35**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 WHILE DRIVING APPROXIMATELY 35 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE RESTARTED AFTER NUMEROUS ATTEMPTS. THE FAILURE RECURRED ON A SEPARATE OCCASION. THE CONTACT EXPERIENCED THE SAME FAILURE AS MENTIONED IN RECALL NHTSA CAMPAIGN NUMBER: 14V373000 (ELECTRICAL SYSTEM). HOWEVER, THE PART NEEDED WAS UNAVAILABLE TO SERVICE THE VEHICLE. THE DEALER WAS UNABLE TO PROVIDE AN EXPECTED DATE FOR THE PART TO BECOME AVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 40,128.

The spelling of my road name has no o.

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.

From: [EVOQ \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10637074-----
Date: Tuesday, October 07, 2014 6:38:06 AM
Attachments: [10637074.pdf](#)

From: [REDACTED]
Sent: Monday, October 06, 2014 1:48 PM
To: EVOQ (NHTSA)
Subject: Re: FW: NHTSA: Follow up to ODI Complaint: ----10637074-----

Hello,
Here is the form being returned to you. Thank you for all of your help. [REDACTED]

On Monday, October 6, 2014 1:07 PM, "EVOQ@dot.gov" <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

