

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 02-JAN-2015 Repository Reference No. 10669693

OWNER INFORMATION (Type or Print)

Name, Address, City CHESTERFIELD, State MI, Zip Code

Daytime Telephone Number, Evening Telephone Number, E-mail Address

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 2C4RC1CG1DR, Make CHRYSLER, Model TOWN AND COUNTRY, Model Year 2013, Date Purchased 6-27-2014, Dealer's Name and Telephone Number Mike Riehl's, Engine: No: Cylinders, Fuel Type, Original Owner, Dealer's City Roseville, State MI, Zip Code 48066, Transmission Type Auto, Antilock Brakes, Cruise Control, Powertrain, Multiple Failure, Incident Date(s) 02-JAN-2015

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: DOTM9ABC036), 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 2013 CHRYSLER TOWN AND COUNTRY. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM) AND STATED THAT THE PART NEEDED WAS UNAVAILABLE TO REPAIR THE VEHICLE. THE DEALER WAS UNABLE TO INFORM WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

Still waiting for call to repair window switch Also Have taking vehicle for sliding door not closing or closing on you with no help. Very dissatisfied with Dealership

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.

ER #:

INVOICE



Mike Riehl's
ROSEVILLE CHRYSLER DODGE JEEP R.
25800 GRATIOT AVE.
Between 10 & 10 1/2 mile
ROSEVILLE, MICHIGAN 48066
PHONE (586) 859-2500
www.mikeriehls.com

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SERVICE ADVISOR: 7397 BRYAN COLLINS

FIELD, MI

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
13	CHRYSLER TOWN & COUN	2C4RC1CG1DR		7068/7068		
PROD. DATE	WARR. EXP.	ESTIMATED COMPLETION	PO NO.	RATE	PAYMENT	INV. DATE
		WAIT 29JUL14			CASH	29JUL14

OPENED	READY	OPTIONS: SOLD-STK	DLR:
9JUL14	29JUL14	ENG:ERB 3.6L V6 24V VVT Engine	
CODE TECH TYPE HOURS		TRN:DG2 6-SPEED AUTOMATIC 62TE TRANSMISSION	

			LIST	NET	TOTAL
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CUSTOMER STATES SLIDING DOORS WILL NOT STAY OPEN SOMETIMES CLOSE BACK UP WHEN ALL THE WAY OPEN

GRC
412300 DIAGNOSTICS
8647 FRANKS, CHRISTOPHER LIC#: [REDACTED]
WC95

FC: UC PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

(N/C)

AND CLOSED BOTH SLIDING DOORS SEVERAL TIMES, COULD NOT
TION. CHECKED THE VEHICLE MODULES FOR UPDATES AND DTC'S, NONE
AND DOORS FUNCTIONING PROPERLY. CUSTOMER MAY BE PARKING ON
LE. PROBLEM NEEDS TO BE MORE APPARENT AND CONSISTENT TO
OPERLY DIAGNOSE. 8647

CONNECT VENT WINDOW SWITCH PER TSB
KLF
980001 VEHICLE INSPECTION
8647 FRANKS, CHRISTOPHER LIC#: M224408
WC95
FC: P9 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:
(N/C)

SERVICE DODGE CARS AND TRUCKS AND HONOR FACTORY WARRANTIES
PERFORMED TSB. DISCONNECTED THE VENT WINDOW SWITCH. 8647

ORIGINAL ESTIMATE SUMMARY	TOTAL HOURS	AUTHORIZED ADDITIONS	TIME/DATE	DESCRIPTION	TOTALS
				LABOR AMOUNT	
REPAIRS PROPERLY COMPLETED AND CHECKED BY:				PARTS RETURN STATUS	GAS, OIL, LUBE
AUTHORIZED REPRESENTATIVE X				<input type="checkbox"/> SAVE <input type="checkbox"/> DISCARD	SUBLET AMOUNT
AUTHORIZATION NUMBER					MISC. CHARGES
F-102474 4264077					TOTAL CHARGES
-CERTIFICATION- ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300) REPAIRS PROPERLY COMPLETED & CHECKED BY					LESS ADJUSTMENT
					SALES TAX
					PLEASE PAY THIS AMOUNT

NEW UNLESS SPECIFIED OTHERWISE
S: A 10% charge is plus used on your vehicle. are: Nuts, bolts, washers, ospray, shellac, solvent, cleaner, towels, solder, wire, window sealer, etc.