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|  <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p> | | <p>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>OWNER INFORMATION (Type or Print)</p> | | <p>Date Received 12-JAN-2015</p> | <p>Repository <input type="checkbox"/></p> <p>Reference No. 10671886</p> | | |
| <p>Name <input type="checkbox"/></p> | | <p>Daytime Telephone Number <input type="checkbox"/></p> | <p>E-mail Address</p> | | |
| <p>Address <input type="checkbox"/></p> | | <p>Evening Telephone Number</p> | | | |
| <p>City KERRVILLE</p> | <p>State TX</p> | <p>Zip Code <input type="checkbox"/></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>24 digit vehicle identification number located at bottom of windshield on driver's side 2C4RC1CG2DR <input type="checkbox"/></p> | | <p>Make CHRYSLER</p> | <p>Model TOWN AND COUNTRY</p> | <p>Model Year 2013</p> | |
| <p>Date Purchased</p> | <p>Dealer's Name and Telephone Number CRENWELGE MOTORS</p> | | <p>Engine: No. Cylinders 6</p> | <p>Fuel Type: GAS</p> | |
| <p>Original Owner <input type="checkbox"/></p> | <p>Dealer's City KERRVILLE</p> | <p>State TX</p> | <p>Zip Code 75085</p> | | |
| <p>Transmission Type 6 SPEED AUTOMATIC</p> | <p><input checked="" type="checkbox"/> Antilock Brakes</p> | <p>Powertrain FRONT WHEEL DRIVE</p> | <p>Multiple Failure:</p> | <p>Incident Date(s) 12-JUL-2014</p> | |
| <p><input checked="" type="checkbox"/> Cruise Control</p> | | | | | |
| <p>FAILED COMPONENT(S)/PART(S) INFORMATION</p> | | | | | |
| <p>Vehicle Component Code: 110000 ELECTRICAL SYSTEM</p> | | | <p>Failure Mileage 13,000+</p> | <p>Failure Speed NA</p> | |
| <p>TRANSMISSION (See description)</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 2013 CHRYSLER TOWN AND COUNTRY. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM). THE CONTACT STATED THAT THE PART NEEDED TO REMEDY THE VEHICLE WAS UNAVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.</p> | | | | | |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. 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 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.</p> | | | | | |

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

Received notification, went to dealership, service writer removed vent window switch. Have not received replacement.

When shifting from park or reverse to drive, regularly there is a jolt and noise.

Spoke to a gentleman, who approached me, inquiring about transmission. He has a 2003 Chrysler Town & Country, and has the same problem.

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



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