

 U.S. Department of Transportation National Highway Traffic Safety Administration		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		FOR AGENCY USE ONLY 100148	
		Date Received 20-JAN-2015		Repository <input type="checkbox"/> Reference No. 10676811	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number Evening Telephone Number	
Name Address City ROCHESTER State NY Zip Code		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 Located at bottom of windshield on driver's side 2C4RC1CG5DR		Make CHRYSLER		Model TOWN AND COUNTRY Model Year 2013	
Date Purchased Original Owner <input type="checkbox"/>		Dealer's Name and Telephone Number Dealer's City State Zip Code		Engine: No: Cylinders Fuel Type:	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain Multiple Failure:		Incident Date(s) 07-JUL-2014	
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 DOT No. (Example: DOTM19ABC036)		Tire Model (Name or Number) <input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Tire Size (Example P215/65R15) Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: Seat Type:		Date Manufactured: Installation System:		Model No./Name:	
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	
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 NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM) AND STATED THAT THE PART WAS NOT AVAILABLE FOR SEVERAL MONTHS. THE CONTACT STATED THAT THE DEALER DISCONNECTED THE REAR QUARTER VENT WINDOW SWITCH. THE DEALER DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT DID NOT EXPERIENCE A FAILURE.					
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)

For months I drove around with my rear seats disconnected. I would call Vision to see if the part (recall) came in. I was told no not yet. This went on for almost 8 months. My husband had had enough and called Chrysler head quarters. He was told all recall parts had been distributed to all dealerships. Vision had told me they would call as soon as they received the part. I called the number my husband called the next day. I was told the same thing. The gent. lenor at the phone asked if I wanted to call the dealership or if I wanted him to. I told him I was not getting any where with them could he please try. He called talked with them while I was on hold. Vision got on the phone with me told me they just received them they were getting ready to call me. They replaced the part the next day. Had I not called head quarters we would have had to do

ATTACH ADDITIONAL SHEETS IF NECESSARY

ROCHESTER

NY 146

30 MAR '15

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

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