

MAR 24 2015



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: 28-JAN-2015
Repository:
Reference No.: 10679544

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: WINTER SPRINGS State: FL 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: 2A4RR8DG4BR [REDACTED]
Make: CHRYSLER Model: TOWN AND COUNTRY Model Year: 2011
Date Purchased: 10/10/2011 Dealer's Name and Telephone Number: AIRPORT CHRYSLER DODGE + Jeep
Engine: 3.6 No. Cylinders: 6 V6 Cyl
Fuel Type: VVT FLEX FUEL
Original Owner: Dealer's City: ORLANDO FL State: FL Zip Code: 32822
Transmission Type: 6-Speed Auto Antilock Brakes Powertrain: 4 Cyls 3.6 Torque: 260 lb. ft. # Multiple Failure: REAR Quarter Vent Replaced + program 2
Incident Date(s): 28-JAN-2015
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM
Failure Date: 12/15/14
Failure Mileage: 22,772 / 23,464
Failure Speed: [REDACTED]
Description: BRAKE BOOSTER/MASTER CYLINDER BRAKE 12/Feb/15 Work done at Fields/Towne Center Blvd Sanford

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2011 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. *Greenway I never called back*
12/15/14 Dealer disconnected rear vent windows
11/ Feb/15 Fields Replaced Vent Window switch per recall.
11/ Feb/15 Fields Chrysler Replaced Brake Booster/ BRAKE FLUID/ ROOSTER Power Brake/ Leaked into Booster/ Charged \$167.00.
This was a safety issue!

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.

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

12/15/14 (Greenway disconnected Rear Quarter Vent Window! When I showed them the recall, said they did not have part & would call when it came in. No call. 12/15/14 (HAD TO REPLACE & PROGRAM 2 KEY FOBs. Failed to start part of the time. with 23771 miles, \$565.09 to replace & program 2 Key Fobs. 11/Feb/15 (REPLACED BRAKE BOOSTER, MASTER CYL BRAKE, Add Brake Fluid, 168064801AB BOOSTER power Brake. This was a definite safety issue! 11/Feb/15 Replaced vent window switch per recall. AS you see there have been some serious issues ATTACH ADDITIONAL SHEETS IF NECESSARY with this 2011 Town & Country - I have had 3 safety issues.

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

ORLANDO
FL 32807
JAN 15 2015
7441



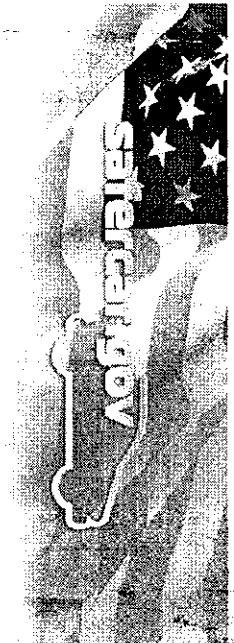
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



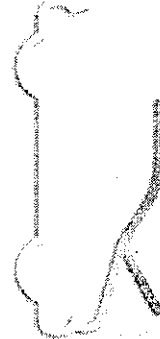
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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

Fields



INVOICE

750 Towne Center Blvd
 Sanford, FL 32771
 Phone: (407) 878-7710
 Fax: (407) 878-7747

WINTER SPRINGS, FL
 HOME: [REDACTED]
 BUS: [REDACTED]

CONT
 CELL

PAGE 1

STATE OF FLORIDA REGISTRATION NUMBER MV-83784

SERVICE ADVISOR: 7139 KERRY KEARNEY

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|------------|------------|----------------------|---------------|---------|-----------------|---------|-----------|
| | 11 | CHRYSLER TOWN & COUN | 2A4RR8DG4B | | 23464/23464 | | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 10OCT11 IS | | | | | | | |
| 11OCT11 DD | | | 11:45 11FEB15 | | 0.00 | CASH | 12FEB15 |

R.O. OPENED READY OPTIONS: ENG:3.6_Liter

11:17 11FEB15 11:40 12FEB15

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A MPI Multipoint inspection
 MPI Multipoint inspection
 7030 ISP 0.00 (N/C)

B GTIRE TIRE TREAD DEPTH MEASURES AT 6/32NDS OR GREATER, TIRE REPLACEMENT NOT NEEDED AT THIS TIME
 GTIRE TIRE TREAD DEPTH MEASURES AT 6/32NDS OR GREATER, TIRE REPLACEMENT NOT NEEDED AT THIS TIME
 7030 ISP 0.00 (N/C)

C RC Recall / CSN 1 P25 Safety Recall P25 Rear Quarter Vent Window Switch
 CAUSE: RECALL
 08P25182 REPLACE VENT WINDOW SWITCH PER RECALL
 P25
 7030 W 0.20 (N/C)
 1 CBXZP251AA SWITCH-QUARTER VENT WINDOW (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

23464 recall replace window switch per recall

 D CS RED BRAKE LIGHT KEEPS COMING ON PLEASE CHECK AND ADVISE
 CAUSE: INTERNAL
 05600105 REPLACE BRAKE BOOSTER
 7030 W 1.10 (N/C)
 1 4877805AH MASTER CY-BRAKE (N/C)
 2 4318080AC *FLUID-BRAKE (N/C)
 1 68064801AB BOOSTER-POWER BRAKE (N/C)
 FC: 59 PART#: COUNT:

02/12/15

| ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE | STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | DESCRIPTION | TOTALS |
|---|---|--|--------------------|
| | | * THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. | CUSTOMER SIGNATURE |
| NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. LIMITED SERVICE: MANUFACTURER PARTS AND ACCESSORIES WARRANTY IS FOR 12 MONTHS, UNLIMITED MILES. | PARTS AMOUNT | | |
| | GAS, OIL, LUBE | | |
| | SUBLET AMOUNT | | |
| | *SHOP CHARGES | | |
| | TOTAL CHARGES | | |
| | LESS INSURANCE | | |
| | SALES TAX | | |
| | PLEASE PAY THIS AMOUNT | | |

FIELDS CHRISTIAN
750 TOWNE CENTER BLVD
SANFORD, FL 32771
(407) 878-7718

Sale

Merchant ID: 542929804742062

Term ID: LK115168

02/12/15

Batch#: 606798

13:21:37

Inv #: 000019

VISA

Entry Method: S

XXXXXXXXXX

Seq. #: 0013

Appr Code: 024000

Total: \$ 107.00

7000000

IT:

JL:

KEY/MODEL

ER TOWN &

RR. EXP.

11:

READY

12FEB15

E HOURS

pection

inspection

IP 0.00

APPROVED

Customer Copy

THANK YOU!

B GTIRE TIRE TREAD DEPTH MEASUR
REPLACEMENT NOT NEEDED
GTIRE TIRE TREAD DEPTH MEA
GREATER, TIRE REPLACE
TIME

7030 ISP 0.00

C. RC Recall / CSN 1 P25 Safety
Switch

CAUSE: RECALL

08P25182 REPLACE VENT WIND
P25

7030 W 0.20

1 CBXZP251AA SWITCH-QUA

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

23464 recall replace window sw



9051 EAST COLONIAL DRIVE
 ORLANDO, FL 32817
 407-275-3200
 www.greenwaydodge.com

GUARANTEED SATISFACTION!

SERVICE HOURS
 Mon - Fri 7:00 am - 7:00 pm
 Sat 7:30 am - 5:00 pm

STATE OF FLORIDA
 REGISTRATION # MV-48166

I acknowledge receipt of the parts and labor operations as listed below. Warranty information entitled "Disclaimer Of Warranty And Limitation Of Remedies" along with other information required by F.S. Sections 559.901-559-923 is listed on the back of this document. I have read the material printed on the back and agree to it as part of this contract the same as if it were printed above my signature.

Customer Signature _____

Adv: BTW JOHN J AMARAL Tag: License: 2A4RR8DG4 BR Page: 1 Invoice

| Invoice to | Driver/Owner Information |
|-----------------------------|-----------------------------|
| WINTER SPRINGS, FL Home: | WINTER SPRINGS, FL Home: |

| For Office Use | Vehicle Information |
|--|--|
| Odometer in: 22771 Out: 22771 Dist: CMC CUS C Prelim | 11 CHRYSLER TOWN&CNTRY TOURNG FLS 4DR MVAN BLACK |
| Begin: 12/15/14 Done: 12/15/14 Invoiced: 12/15/14 13:10 JA | Inservice: 10/10/11 Production: 04/19/11 |

| Customer Concern | | | | |
|------------------|--|-----------|--------------------------|--------|
| Concern 51 | CUSTOMER STATES INTERMITTENT NO-START WITH ONE OF THE TWO KEY FOBIKS | Operation | Tech | Amount |
| Correction | REPLACED AND PROGRAM 2 KEY FOBIKS | C | 366 | 104.71 |
| Parts | Part Number PO# Note Description | Qty | Sell | |
| | CMC 56046708AE TRANSMTR INTEGRATED | 2 | 200.47 | 400.94 |
| | Tech 366 HORNPOSTEL, JOS | | | |
| Type: C | | | Subtotal | |
| | | | PARTS | 400.94 |
| | | | LAB-MECHANICAL | 104.71 |
| | | | TOTAL CHARGE FOR CONCERN | 505.65 |

| Summary of Charges for Invoice C70680 | | Payment Distribution for Invoice C70680 | |
|---------------------------------------|--------|---|--------|
| PARTS | 400.94 | TOTAL CHARGE | 565.03 |
| SERVICE MATERIALS | 24.89 | CASH DUE | 565.03 |
| LAB-MECHANICAL | 104.71 | | |
| SUB-TOTAL | 530.54 | | |
| STATE SALES TAX | 34.49 | | |
| TOTAL CHARGE | 565.03 | | |

YOU MAY RECEIVE A SURVEY FROM CHRYSLER MOTOR COMPANY ABOUT YOUR VISIT TO GREENWAY CHRYSLER JEEP DODGE. IF YOU ARE NOT "COMPLETELY SATISFIED" PLEASE SEE A MANAGER IMMEDIATELY OR CALL (407) 275-3200. THANK YOU.

Last Page

X _____

SALES DRAFT

GREENWAY CHRYSLER JEEP
9051 EAST COLONIAL DR
ORLANDO, FL 32817
TERMINAL 5903275

425254344996
12/15/2014 15:26:28

VISA
XXXXXXXXXX [REDACTED]
AUTH. TRANS. ID. 304349699274738JJ5GE 90
INVOICE 70580 H02
AUTH. CODE 082514

SALE TOTAL \$565.03
CUSTOMER COPY

WINTER SPRINGS, FL [REDACTED]
Home [REDACTED]

For Office Use

Odometer in: 22771 Out: 22771 Dist: CMC C

Begin: 12/15/14 Done: 12/15/14 Invoiced: 12

Customer Concern

Concern 51 CUSTOMER STATES INTERMITTENT
Correction KEY FOBIKS
Parts REPLACED AND PROGRAM 2 KEY FO
Part Number PO#
CMC 56046708AE
Tech 366 HORNPOSTEL, JOS
Type: C

Summary of Charges for Invoice (

- PARTS
- SERVICE MATERIALS
- LAB-MECHANICAL
- SUB-TOTAL
- STATE SALES TAX
- TOTAL CHARGE