



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

19-FEB-2015

Repository

Reference No.
10689397

OWNER INFORMATION (Type or Print)

Name

Address

City SCOTTSDALE

State AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

2C4RC1BGXDR

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

2013

Date Purchased

OCT. 2013

Dealer's Name and Telephone Number

AIRPARK FIAT CHRYSLER

Engine:

No: Cylinders 6

Fuel Type:

GASOLINE

Original Owner

Dealer's City

SCOTTSDALE

State

AZ

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

24-NOV-2014

Cruise Control

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: 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 2013 CHRYSLER TOWN AND COUNTRY. THE CONTACT RECEIVED A NOTICE FOR NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM); HOWEVER, THE PART WAS NOT AVAILABLE FOR THE RECALL REPAIR. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE DEALER DEACTIVATED THE VENT WINDOW SWITCH UNTIL THE OFFICIAL REPAIRS COULD BE PERFORMED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

PROBLEM OF TIMELY REPAIR RESOLVED. OFFICE PERSON MISINFORMED US AS TO THE AVAILABILITY OF THE SWITCH IN QUESTION, SAYING NONE WERE AVAILABLE WHEN IN FACT, AFTER AGAIN CHECKING, AT A LATER DATE, 19 WERE AVAILABLE. IN LESS THAN 5 DAYS, THE PROBLEM WAS RESOLVED.

IT WAS NOT CHRYSLER'S FAULT! THANK YOU FOR THIS FOLLOW UP!

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.