

MAR 27 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
02-MAR-2015
Repository
Reference No.
10691531

OWNER INFORMATION (Type or Print)

Name
Address
City POINCIANA State FL 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 Located at bottom of windshield on driver's side
1C4GP64L3YB
Make CHRYSLER Model TOWN AND COUNTRY Model Year 2000
Date Purchased 11/11 Dealer's Name and Telephone Number Resner - original selling dealer Engine: No: Cylinders 6 Fuel Type: gasoline
Original Owner Dealer's City State Zip Code

Transmission Type repaired automatic
 Antilock Brakes
 Cruise Control
Powertrain gasket-oil replaced
Multiple Failure: headliner fell down, transmission went bad
Incident Date(s) 18-FEB-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS
Failure Mileage 147778 Failure Speed 30-35 mph

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 2000 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT UPON IGNITING THE VEHICLE, THE AIR BAG WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE CLOCK SPRING NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 04V480000 (AIR BAGS). THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.

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)

8/11 - I took van to Mike's Affordable Auto after having been told by Johnny's Automobile service at 1160 Palk City Rd, Haines City FL - phone 422-2995. I stopped in there to have them check the sound made when I put the car in reverse. The tech took the car for a long test drive - returned and said transmissio was fine (I had recently had the trans replaced or repaired a few months earlier at a different shop). He said it had a cracked motor mount in front and wanted a price well over \$300.00 to replace. I then took the car to Mike's Affordable Auto at 3611 Recker Hwy Winter Haven, FL 33880 and was told by Mike that the mount had a small crack but I could drive it. I

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



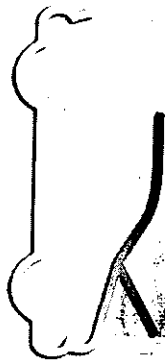
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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

had the motor mount replaced at Mike's Affordable Auto on 8/22/14. When I left that garage, about a block away, my airbag light came on. I discussed this with Mike and he told me he could replace the clock spring at a cost of \$150.00 approximately. I did not have the extra money and I did not drive much. I saw on the news about airbag recalls on TV and at one point they added Chrysler. Therefore I stopped at Posner Chrysler on Rt. 27 in Davenport, FL. I was told there that it was not a covered vehicle for the recall. I then went on line giving my vin # at safecar.gov and was informed that my town and country mini van was a recall vehicle. I returned to Posner Chrysler Dodge several times and service insisted it was not a recall and I would have to pay the cost of repair. I even spoke with the owner-CEO Ralph Mahalak and he said that if it was told to me by his service people - that it was in fact not covered. This went back and forth with several visits by me to the dealership and with phone calls. I was told to come into speak with Mr. Mahalak of which I did, but he was not there. I then phoned Chrysler in Michigan, spoke with Walter - employee # WP208 and he said he would speak with Posner Chrysler. He made several calls, kept me informed of his inability to contact them. (my case # [REDACTED]). This was on 3/2/15, Walter also informed me that the recall # was D17. Walter was with the general office of Chrysler. He also said it was replaced in 2005 and the recall began on 10/12/04. It came with a lifetime warranty. Walter also said the recall comes up on his system, while Posner Park said it does not come up on their system. My confirmation # was 10691531 with safecar.gov. Posner Park Chrysler Dodge finally told me they would repair it at no cost to me, and with Walter from Chrysler's general office contacting them at Posner. It was replaced on 10 March 2015.
over

2.
Melissa, the service rep. at Posner would not allow me to be in the shop while it was repaired. I drove home and tried the horn which still did not honk, so I called Melissa and she had it stated on my receipt that the horn was still inoperable, and I would need further Diagnosis at \$99.99 plus tax. Luckily I remembered that I pulled the fuse for the horn when the air bag light issue started for it honked continuously. I then replaced the fuse and I now have a functioning horn.

I have seen discourtesy at many car repair shops, but for a Chrysler Dodge dealership to be as rude and uncaring and disrespectful is inexcusable, especially to elderly people. This appears to be a Floridian thing especially. They have a real attitude problem with people who have moved here from another state. It has been the biggest rip off for me, not just with vehicle issues but also home issues, and service issues for appliances. The heart and concern for others has so diminished by people who think too highly of themselves, and racial discrimination to whites and especially non spanish speaking whites. It further clarifies the special treatment given to those of a race + skin color which is not white. They can scream racial discrimination and get life handed to them on a "silver platter." My son even did an autocheck Vehicle History Report on 11/14/13 at 12:34:23 - 195 EST which essentially only gives odometer reading from DMV, liens and Registration Renewal and the car checked out with no accidents. This is a part of Experian. The clock clock spring went bad about 11/18/14.

CUSTOMER #:



POSNER PARK

INVOICE



42650 US Highway 27 · Davenport, FL 33837
P: 863.438.3333 · F: 863.438.3002
posnerparkchrysler.com

POINCIANA, FL

PAGE 1

MV# 94829 STATE OF FLORIDA REGISTRATION NO.

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7883 MELISSA A JOLLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GOLD	00	CHRYSLER TOWN & COUN	1C4GP64L3YB [REDACTED]		156181/156181	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN00 IS			10:20 10MAR15		0.00	CASH	10MAR15
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED]		ENG:3.8_Liter_MPI			
15:25 06MAR15	11:43 10MAR15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL	Recall / CSN 1	CUSTOMER STATES THE AIR BAG LIGHT IS ON, HORN INOP AND CRUISE CONTROL INOP. D17 CLOCKSPRING				
	RECALL	Recall / CSN 1	CUSTOMER STATES THE AIR BAG LIGHT IS ON, HORN INOP AND CRUISE CONTROL INOP. D17 CLOCKSPRING				
		4745	W				(N/C)
		1	CBERD171AB CLKSPRING				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
136706 PERFORMED CHRYSLER RECALL AS PER MANUFACTURER INSTRUCTIONS							
THE HORN IS STILL INOP- NEED FURTHER DIAG \$99.99 PLUS TAX							

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
	The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.	LABOR AMOUNT	0.00
PARTS AND LABOR ARE GUARANTEED FOR EITHER 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED. OTHER STANDARD MANUFACTURER WARRANTIES MAY APPLY. ASK YOUR SERVICE ADVISOR FOR DETAILS.	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	0.00	
	TOTAL CHARGES	0.00	
	LESS INSURANCE	0.00	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

SHOP CHARGES, SHOP SUPPLIES, OR WASTE DISPOSAL FEES
We have added a charge equal to 9.997% of the total cost of labor and parts, not to exceed \$24.88 to the Repair Order for shop supplies used in connection with this repair.

State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s. 403.716), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s. 403.7185).

CUSTOMER COPY

estimate
from
Johnny's
Repair
Service

①

Johnny's
estimate.

\$338.81

for
motor
maint.

~~OR~~
② ~~276.50~~

276.50

11-23-2013
At 9:30 Appointment
I cancelled appt.