


APR 27 2015

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET: www.nhtsa.dot.gov/hotline</b></p>				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 10-MAR-2015		Repository <input type="checkbox"/> Reference No. 10693398	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
NORTH POLE		AK			
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
2A4RR6DG6BR			CHRYSLER	TOWN AND COUNTRY	2011
Date Purchased		Dealer's Name and Telephone Number		Engine:	Fuel Type:
		Gene's Chrysler		No: Cylinders	Unleaded
Original Owner		Dealer's City	State	Zip Code	
<input type="checkbox"/>		Fairbanks	AK	99701	6
Transmission Type		Powertrain		Multiple Failure:	
<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control				Incident Date(s) 03-MAR-2015	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage	Failure Speed
				75000	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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 STATED THAT THE BLIND SPOT SENSOR WOULD FALSELY ALARM. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BLIND SPOT SENSOR AND THE WIRE HARNESS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 75,000. THE VIN WAS UNAVAILABLE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>					
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)**

Researched internet for people with similar problems.  
Found several identical complaints of blind spot sensor.  
Seems that corrosion is the most common problem.  
Corrosion was the reason for my blind spot sensor failure  
also.

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:**

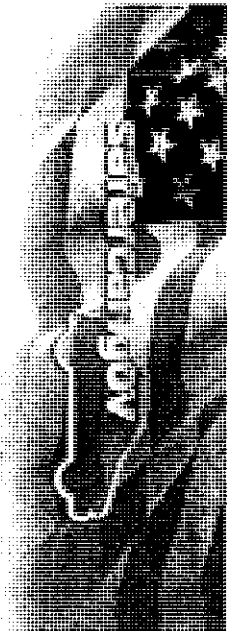
**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



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



# GENE'S



GENE'S CHRYSLER  
3400 CUSHMAN ST • FAIRBANKS, ALASKA 99701  
(907) 452-7117  
www.geneschrysler.com

CUSTOMER #: [REDACTED] \*INVOICE\*  
[REDACTED]  
NORTH POLE, AK  
HOME: [REDACTED]  
BUS: [REDACTED] CONT: [REDACTED]  
CELL: [REDACTED] SERVICE ADVISOR: 819 WILLIAM MILLER

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	11	CHRYSLER TOWN & COUN	2A4RR6DG6BR	[REDACTED]	74700/74700	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
15MAY11 DD			17:00 13APR15			CASH	13APR15
R.O. OPENED	READY	OPTIONS:	SOLD-STR	DLR:	ENG:		
17:19 13APR15	17:20 13APR15	TRN:AUTO	[REDACTED]	[REDACTED]	3.6		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1 CUSTOMER CONCERN BLIND SPOT SENSOR SIGNALS THE INTERIOR CHIME TO STAY ON WHILE DRIVING PARTS ARE ON RESERVE S100 REPLACED BLIND SPOT DETECTION SENSOR/WIRING REPAIR							
				746 C		378.00	378.00
				2 56038942AA	SENSOR-BLIND SPOT DETECTION	1040.00	1040.00 2080.00
				2 68148101AA	WIRING-6 WAY	111.00	111.00 222.00
PARTS:				2302.00	LABOR:	378.00	OTHER: 0.00
					TOTAL LINE A:		2680.00

74700 3.00 Vehicle was diagnosed and parts ordered last visit.  
Performed wiring repair on both rear blind spot detection wiring  
harnesses. Replaced 6 way connectors on both sides. Removed and  
replaced both rear blind spot detection sensors. Verified service blind  
spot detection is no longer illuminated on the EVIC and the blind spot  
warning indicators only illuminate when needed at this time.

*****							
3 P25 RECALL REAR QUARTER VENT WINDOW SWITCH CHRYSLER							
<del>00 Parts on order</del>							
				746 C		0.00	0.00
PARTS:				0.00	LABOR:	0.00	OTHER: 0.00
					TOTAL LINE B:		0.00
74700 Part still on order. <del>RECALL</del>							
*****							

2 CUSTOMER HAS VEHICLE 1 COVERAGE							
S100 ESC INFO							
				746 C		0.00	0.00
PARTS:				0.00	LABOR:	0.00	OTHER: 0.00
					TOTAL LINE C:		0.00
*****							

3 COMPLIMENTARY 16 POINT INSPECTION WITH COMPLETED 16 POINT INSPECTION WORKSHEET.							
16PT PERFORMED							
				746 C		0.00	0.00
PARTS:				0.00	LABOR:	0.00	OTHER: 0.00
					TOTAL LINE D:		0.00
74700 0.20 completed inspection							
*****							

**PAID**

BY: 100.00 - V. St

DEALERSHIP WARRANTY	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
90 DAYS OR 4,000 MILES ON PARTS & LABOR.	All warranties on the product sold hereby are those made by the manufacturer. The Seller, GENE'S CHRYSLER, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and GENE'S CHRYSLER neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. Not responsible for loss or damage to car or articles left in cars in case of fire, theft or any other cause beyond our control. I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described on the streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto.	LABOR AMOUNT	378.00	
CHRYSLER (MOPAR) LIMITED WARRANTY		PARTS AMOUNT	2302.00	
12 MONTHS OR 12,000 MILES PARTS & LABOR.		GAS, OIL, LUBE	0.00	
		SUBLET AMOUNT	0.00	
		MISC. CHARGES	0.00	
		TOTAL CHARGES	2680.00	
		LESS INSURANCE	0.00	
		SALES TAX	0.00	
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	2680.00

2580.00 - Veh 1

Robert [unclear] 1/18