

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 03-APR-2015 JUN 1 - 2015	Repository ☐ Reference No. 10703487
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State	Zip Code	Evening Telephone Number	
METUCHEN		NJ			
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 2C4RC1BG8E			Make CHRYSLER	Model TOWN AND COUNTRY	Model Year 2014
Date Purchased <i>Sept 5 2013</i>	Dealer's Name and Telephone Number <i>Route 18 Chrysler, Jeep, Dodge 732 387 2600</i>			Engine: No. Cylinders <i>6</i>	Fuel Type: <i>Regular</i>
Original Owner ☒	Dealer's City <i>East Brunswick</i>		State <i>NJ</i>	Zip Code <i>08816</i>	
Transmission Type <i>Automatic</i>	☒ Antilock Brakes	Powertrain <i>N/A</i>	Multiple Failure: <i>N/A</i>		Incident Date(s) <i>05-SEP-2014</i> <i>08/11/2014</i>
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage <i>10057</i>	Failure Speed <i>N/A</i>
<i>N/A</i> 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:	
<i>N/A</i> 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 2014 CHRYSLER TOWN AND COUNTRY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM) AND STATED THAT THE PARTS NEEDED WERE NOT AVAILABLE FOR SEVERAL MONTHS. THE DEALER DID NOT PROVIDE A SPECIFIC DATE FOR WHEN THE PARTS WOULD BECOME AVAILABLE. AS A TEMPORARY ADJUSTMENT, THE REAR QUARTER PANEL VENT SWITCH WAS DISCONNECTED. THE MANUFACTURER COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE VEHICLE WOULD RECEIVE THE RECALL REPAIRS. THE CONTACT HAD NOT EXPERIENCED 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)

On August 4, 2014 (Copy of Service Work history enclosed) the rear quarter window switch was disconnected as per P25 recall. This caused the rear quarter windows to remain open causing drafts and leaving the vehicle vulnerable to forced entry.

Since the date of this complaint I visited the dealer on April 8, 2014. The service employee stated he would make a record to contact me when the part is in to correct the recall. Chrysler Corp. arranged for me to be placed on a list at an alternate dealership for the recall repair. To date, I have not been contacted. (Continued on page 2 attached.)

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**

NHTSA

Safety Council



400 Route 18 North
East Brunswick, NJ 08816
(732) 387-2600

SERVICE DEPARTMENT HOURS
8:00 a.m. to 6:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
8/11/14	
R/O Close Date	Status
8/11/14	Pre-Invoi
Mileage In	Mileage Out
10057	10057
Service Advisor / Tag #	
RICH WARREN/6296*W*	
Vehicle Identification Number	
2C4RC1BG8ER	
Delivery Date	In-Service Date
9/07/13	9/07/13
Color	License Number
WHITE	

METUCHEN, NJ				Work Phone	
				Home Phone	
Year	Make	Model	Body		
2014	CHRYSLER	TOWN & COUNTR	TOURING		
MAINTENANCE Exp: 18000 or 9/07/14 Ded: 0					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - 01LOF: CHANGE OIL AND FILTER, CHECK FLUID LEVELS, CHECKBELTS AND HOSES, INSPECT TIRES AND PRESSURE, LUBECHASSIS Work performed by JOHN SOWDER (008) Installed 68191349AA :FILTER: ENGINE OIL Qty: 1 Installed 68055890AA :OIL: 5W20 Qty: 6 LOF	Serv Cont: Serv Cont: Serv Cont:
#2 - RECALLS: RECALLS Corrected by Work performed by JOHN SOWDER (008) DISCONNECTED REAR QUARTER WINDOW SWITCH AS PER P25 RECALL	Warranty
#3 - 24PT: 24 POINT INSPECTION Sub Total: .00	
#4 - 22ROTAT: ROTATE TIRES Work performed by JOHN SOWDER (008) ROTATED TIRES ***** * Thank you for taking a minute to post your review about * * your experience at Route 18 CJD * * DealerRater.com/rateus * *****	Serv Cont:
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	
X	
(C) 2011 DEALERTRACK SYSTEMS, Inc. - DealerRater Application Group (800) 945-1006	

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	



4/29/2015

Page 2 continued

My wife, our four grandchildren and I have all experienced colds this winter. All of us have been exposed to drafts inside the vehicle from the open quarter windows this winter. Fortunately no one has yet attempted a forced entry into the vehicle through the open rear quarter windows.

How long does one have to be exposed to these conditions before the recall is repaired? Soon in August of 2015 it will be one year without repair. A new vehicle should have been provided in place of this vehicle, which should have remained idle at the dealership.

This vehicle is leased and when returned in December of 2016, I doubt another will be leased or purchased from Chrysler.

The Governor Morris Hotel & Conference Center