


May 7, 2015

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 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148 Date Received 13-APR-2015 Repository <input type="checkbox"/> Reference No. 10705460	
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	N/A
City APACHE JCT	State AZ	Zip Code	
<i>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).</i>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2A4RR6DG3BR		Make CHRYSLER	Model TOWN AND COUNTRY Limited
Date Purchased 08-11-2011	Dealer's Name and Telephone Number Fremont Motors (307)237-8491		Model Year 2011
Original Owner <input checked="" type="checkbox"/>	Dealer's City Casper	State WY	Zip Code 82609
Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 16-FEB-2015
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage	Failure Speed
<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> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
			Reported to Police N
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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 OF NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM); HOWEVER, THE PART NEEDED TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. 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)**

Attached find copy dated 02-16-2015 from  
Superstition Springs Chrysler dealer  
6130 E.Auto Park Drive,Mesa,AZ 85206 ,Ph.(480)83-08001  
regarding recall notice P25. Switch has been disconnected.

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

PHOENIX  
AZ 852  
07 MAY '15  
PM 3 L

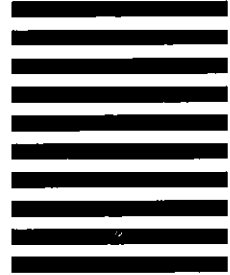
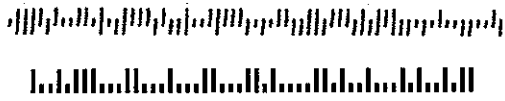


**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

**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](http://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



# CHRYSLER



Model of the "SEMI-DURABLE DEAL"  
**Superior Service**  
 Jeep

6130 E. Auto Park Dr.  
 Mesa, Arizona 85206  
 480-830-8001

CUSTOMER NO. [REDACTED]	AMBER MCFARLAND	892	[REDACTED]	INVOICE DATE 02/16/15	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 52,517	COLOR	STOCK NO.
[REDACTED]	11/CHRYSLER/TOWN & COUNTRY/4DR WGN L			DELIVERY DATE	DELIVERY MILES
MILLS, WY [REDACTED]	2 A 4 R R 6 D G 3 B R [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T.E. NO.	P.O. NO.	P. 02/16/15		
[REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]		

**JOB# 1 CHARGES**

**LABOR**  
 ELECTRICAL  
 C/S: FOB DOES NOT UNLOCK DOORS  
 CS PROGRAM ONE NEW FOB IF NEEDED  
 PLEASE CHECK OTHER FOB BY CUPHOLDER  
 FOUND FOB IS OPERATING INTERMITTENTLY. REC NEW FOB.  
 2  
 PROGRAMMED ONE NEW FOB. NOW OK.  
 REPAIR VERIFIED BY ATL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	5026590-AG	KEY FOB 1 08059057	170.10	170.10
				TOTAL - PARTS	170.10
MISC	CODE	DESCRIPTION	CONTROL NO		
	WC	10% PARTS DISCOUNT		-17.01	
	10	10% ADVISOR DISCOUNT		-5.80	
				TOTAL - MISC	-22.81
<b>JOB# 1 TOTALS</b>				LABOR	58.00
				PARTS	170.10
				MISC	-22.81
				<b>JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL</b>	205.29

**JOB# 2 CHARGES**

**LABOR**  
 QUALITY INSPECTION  
 COMPLIMENTARY QUALITY VEHICLE INSPECTION  
 COMPLETE VEHICLE INSPECTION  
 SEE ATTACHED SHEET FOR RECOMMENDATIONS.

<b>JOB# 2 TOTALS</b>				<b>JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL</b>	0.00
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**JOB# 3 CHARGES**

**LABOR**  
 QUALITY SERVICE  
 CS VEHICLE HAS RECALL NOTICE P25  
 INSPECTED WIRING AND FOUND NO DAMAGE. WILL NEED NEW SWITCH.  
 DISCONNECTED SWITCH AND ORDERED PART.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	CBXZP252-AA	SWITCH QU 08053002		
PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED **				TOTAL - PARTS	0.00
<b>JOB# 3 TOTALS</b>				<b>JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL</b>	0.00

**LIMITED WARRANTY**  
 AS IS THE ONLY WARRANTIES APPLYING  
 TO THIS PART(S) ARE TI/OC WHICH MAY  
 BE OFFERED BY THE MANUFACTURER.  
 THE SELLING DEALER HEREBY  
 EXPRESSLY DISCLAIMS ALL  
 WARRANTIES EITHER EXPRESS OR  
 IMPLIED INCLUDING ANY IMPLIED  
 WARRANTIES OF MERCHANTABILITY OR  
 FITNESS FOR A PARTICULAR PURPOSE.  
 AND NEITHER ASSUMES NOR  
 AUTHORIZES ANY OTHER PERSON TO  
 ASSUME FOR IT ANY LIABILITY IN  
 CONNECTION WITH THE SALE OF THIS  
 PART(S) AND/OR SERVICE. BUYER  
 SHALL NOT BE ENTITLED TO RECOVER  
 FROM THE SELLING DEALER ANY  
 CONSEQUENTIAL DAMAGES, DAMAGES TO  
 PROPERTY, DAMAGES FOR LOSS OF  
 USE, LOSS OF TIME, LOSS OF PROFITS,  
 OR INCOME, OR ANY OTHER INCIDENTAL  
 DAMAGES.