

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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	Repository <input type="checkbox"/>
01-JUN-2015	Reference No. 10722685

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City WINSTON SALEM	State NC	Zip Code

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 1C4GH54R2P	Make CHRYSLER	Model TOWN AND COUNTRY	Model Year 1993
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders 6	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: ABS - NO POWER ASSIST 2013
			Incident Date(s) 30-OCT-2000

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING veh component ABS - BREAKING	Failure Mileage 125K	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <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
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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 1993 CHRYSLER TOWN AND COUNTRY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 00V305000 (STEERING); 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 NOT 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)

Dealer Sites Age of Vehicle To Now Comply - See Additional Sheets

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

GREENSBORO

NC 274

21 JUL '15

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WASHINGTON, DC

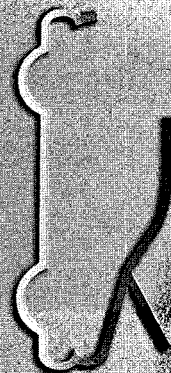
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210**

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

Reference # 10722685

[REDACTED]
Winston-Salem N.C.

[REDACTED] Cell

WORK # Preferred weekdays

JULY 17, 2015

RANDY REID, CHIEF

US Department of Transportation

Traffic Safety Administration

Office of Defects Investigation, NVS 210

1200 New Jersey Avenue SE.

Washington D.C 20077-9382

Dear MR. REID,

THANK YOU AND YOUR STAFF FOR THE RESPONSE AFTER MY RECENT TELEPHONE CALL. THERE ARE TWO RECALL ISSUES THAT NEED ADDRESSING, AND THE MANUFACTURER'S REPRESENTATIVE REFUSES TO ADDRESS.

First there is Campaign # 00V305000 (steering). MY VEHICLE HAS BEEN IN THE POSSESSION OF THE LOCAL CHRYSLER DEALER SINCE OCTOBER OF 2013. AND THIS REPAIR HAS NOT YET BEEN MADE. - DEALER ACKNOWLEDGES THE ISSUANCE OF THE CAMPAIGN DIRECTIVE, BUT HAS NOT STARTED OR COMPLETED THE WORK.

Secondly there is Campaign # 96V099000. THE DEALER REFUSES TO HONOR THE LIFETIME WARRANTY, AS STATED IN THE REMEDY SECTION OF THIS NHTSA CAMPAIGN. THE DEALER SERVICE DEPARTMENT HAS ACKNOWLEDGED THAT THE COMPONENTS.

That Have Failed Are The Brake Actuator Piston Assembly,
AND THE Pump Motor Assembly, Both Parts Covered under
The Lifetime stipulation of the Campaign.

The Dealer Has Stated to me That The Cost
to Repair Exceeds Vehicle Value. Then After
3 months of my Constant Calls. Stated That They Were
Ordering The Parts for Repair. That was January of 2015.
Now When I Call I Get A "Let me Check on the Parts
And I will Call you Back". I Never Receive A Call Back
And The Time Now With out my Vehicle is 9 month
(October 2014 Til The Present). They Offer NO Remedy Only
To Ignore me. I Have NO Brakes (Hand Pedal) with Brake
Life Constantly on.

Dealer Ship That Refuses to Remedy The Situation.

Kennersville Chrysler Dodge

950 North Carolina Highway

Kennersville N.C 27284

Benny Brasington - Service/Parts Director

John Powell - Service Manager

Tim Mitchell - Owner

Phone Number - 336-996-4111

I Thank You in Advance for You Influence in Resolving
These matters.

2015, July 17th