

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 01-JUN-2015 JUL - 6 2015	Repository ☐ Reference No. 10722782
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City BOISE State ID Zip Code [REDACTED]		Daytime Telephone Number [REDACTED] E-mail Address [REDACTED] Evening Telephone Number [REDACTED]	
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 2C4RC1BG0CR [REDACTED]		Make CHRYSLER	Model TOWN AND COUNTRY
Model Year 2012		Date Purchased 3-1-2013	
Dealer's Name and Telephone Number Larry Miller 208-947-6500		Engine: No: Cylinders 6	
Original Owner ☐	Dealer's City Boise	State ID	Zip Code 83709
Fuel Type: gas	Transmission Type ☒ Automatic ☐ Manual ☒ Antilock Brakes ☐ Cruise Control Powertrain NO		
Multiple Failure: NO		Incident Date(s) 01-JUN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage NO	Failure Speed NO
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make N/A	Tire Model (Name or Number) N/A		Tire Size (Example P215/65R15) N/A
DOT No. (Example: DOTM19ABC036) N/A	☐ Original Equipment ☐ Prior Repair		Failure Location: N/A
Tire Component Code N/A		Tire Failure Type: N/A	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make: N/A		Date Manufactured: N/A	
Seat Type: N/A		Model No./Name: N/A	
Child Seat Component Code: N/A		Failed Part: N/A	
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 2012 CHRYSLER TOWN AND COUNTRY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM). THE VEHICLE WAS TAKEN TO A DEALER, WHO DISCONNECTED THE WINDOW SWITCH AS A TEMPORARY REMEDY DUE TO THE PART NOT BEING AVAILABLE. 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.			
Received notice Oct, 2014, was told in Nov 2014 would be called when part became available. Called 2 times in winter then on May 12 call Chrysler and was told by rep, Wayne part is available. (over)			
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)

5/12 spoke with Brad at Larry Miller and was told they had part but it was already reserved. He said would order part. He said could be one of 2 different parts and would order both. As of 6/1 when called again I was told parts still on order. Today 6-24 still have not recieved call part is available. It has been 8 mos since recieved 1st notice. This is not a reasonable time and effect my use of the car.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

BOISE ID 837

25 JUN 2015 PM 2 L

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UNITED STATES

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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