INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

JUL - 6 2015

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 ☐
04-JUN-2015	Reference No. 10723480

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address [redacted]		Evening Telephone Number	
City ST CLAIR	State MI	Zip Code [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	Make	Model	Model Year
2A8HR54P88R[redacted]	CHRYSLER	TOWN AND COUNTRY	2009

Date Purchased	Dealer's Name and Telephone Number			Engine: 3.8L	Fuel Type:
	St Clair Chevy 810 329-1000			No: Cylinders 6	
Original Owner ☐	Dealer's City St Clair	State MI	Zip Code 48079		

Transmission Type			Multiple Failure:	Incident Date(s)
Auto	☐ Antilock Brakes ☐ Cruise Control	Powertrain		04-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS	Failure Mileage	Failure Speed
	33000	

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: DOTMAL9ABC036)	☐ Original Equipment ☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ 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 2009 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER: 14V373000 (AIR BAGS, ELECTRICAL SYSTEM) EXCEEDED A REASONABLE AMOUNT OF TIME FOR REPAIR. THE DEALER STATED THAT THE PARTS FOR THE REPAIR WERE AVAILABLE, BUT THE MANUFACTURER WAS ONLY SENDING TWO REPAIR KITS AT A TIME. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE CONTACT STATED THAT THE LIGHTING ON THE INSTRUMENT PANEL INTERMITTENTLY FAILED TO ILLUMINATE. THE FAILURE MILEAGE WAS 33,000. was finally repaired on 6/12/15, after calling on a daily basis. (see attached repair invoice)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Invoice No: [redacted]

INVOICE

PAGE 1

St. Clair
CHRYSLER Jeep DODGE
1250 S. Carney Drive
St. Clair, MI 48079
Phone: (810) 329-2100
Fax: (810) 329-4586
(800) 399-7042

[redacted]
CHINA, MI [redacted]
Home: [redacted] Bus: Cell:
Email:

SERVICE ADVISOR: 792 MICHELLR ROCHON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MAROON	08	CHRYSLER TOWN & COUN	2A8HR54P88R[redacted]		92296 92296	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV08	09APR08	07NOV2011	17:00 12JUN15		99.00	CASH	12JUN15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:NONE ENG:3.8L_6CYL. TRN:AUTOMATIC
08:20 12JUN15	18:04 12JUN15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT THERE IS AN OPEN RECALL RO3//PART IS ON HOLD IN PARTS			
CAUSE: F			
50 ELECTRICAL			
4032 GIDNER,SCOTT LIC#: M252588			
WR 0.00			(N/C)
1 CBXZR03KAA WIN KIT-TRANSMITTERS AND WIN			(N/C)
,,,,92296 08-R0-31-82 .8HRS			
**********			
B PERFORM CONVENTIONAL LUBE, OIL, AND FILTER CHANGE.			
CAUSE: PERFORMED CONVENTIONAL LUBE, OIL, AND FILTER CHANGE. TOPPED UP FLUIDS. SET TIRE PRESSURES.			
LOF PERFORM CONVENTIONAL LUBE, OIL, AND FILTER CHANGE.			
4032 GIDNER,SCOTT LIC#: M252588			
CP 0.30		4.95	4.95
1 4105409BC FILTER-ENGINE OIL	7.90	6.25	6.25
5 68055890AA *OIL-5W20	3.12	2.75	13.75
,,,,92296 PERFORMED CONVENTIONAL LUBE, OIL, AND FILTER CHANGE. TOPPED			
,,,,UP FLUIDS. SET TIRE PRESSURES.			
**********			
BST: 11.50 12JUN15 08:20 SA: 792			

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SERVICE / PARTS

Tuesday, Wednesday, Friday	7:30 am - 6:00 pm
Monday, Thursday	7:30 am - 7:00 pm

SALES

Tuesday, Wednesday, Friday	8:30 am - 6:00 pm
Monday, Thursday	8:30 am - 8:00 pm

Repair Facility License # F157538

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 4.95
PARTS AMOUNT	$ 20.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 24.95
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 24.95**

X4512.280_1

Customer Copy