

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 18-JUN-2015 AUG 07 2015	Repository ☐ Reference No. 10725913
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	ROYAL OAK	State	MI	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 2A8HP54189R		Make CHRYSLER	Model TOWN AND COUNTRY	Model Year 2009	
Date Purchased FEB. 2014	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 18-FEB-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 140000 AIR BAGS, 110000 ELECTRICAL SYSTEM IGNITION Switch - key fob moves to OFF position RECALL # L25-NHTSA 14V-373			Failure Mileage 70000	Failure Speed 70	
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:		
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 2009 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING APPROXIMATELY 70 MPH, THE VEHICLE EXPERIENCED A COMPLETE LOSS OF POWER AFTER DRIVING OVER A POTHOLE. THE CONTACT MENTIONED THAT THE VEHICLE WAS ABLE TO BE RESTARTED AFTER THE TRANSMISSION WAS SHIFTED INTO NEUTRAL. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V373000 (ELECTRICAL SYSTEM, AIR BAGS); 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 FAILURE MILEAGE WAS APPROXIMATELY 70,000. AFTER SEVERAL CALLS TO TROY, MI Suburban Chrysler TO REPLACE IGNITION Switch I CALLED Chrysler Parts Div. & they FOUND PART AVAIL. IN DAK PARK MI. Chrysler & repair was MADE					
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.					

INVOICE ENCL. AFTER 2 WEEKS HOWEVER, problem PERSISTS.
STALLS OUT AFTER EXITING FREEWAY.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THE PROBLEM OCCURS MOST OFTEN BUT NOT ONLY
WHEN REDUCING SPEED ON OFF-RAMP OF EXPRESS-
WAY. POWER GOES OUT WITH TRAFFIC BACKED UP
BEHIND YOU. OTHER TIMES IN CITY DRIVING - POWER
HAS FAILED AS WELL. THE VAN SHAKES 1ST
THEN STALLS.

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

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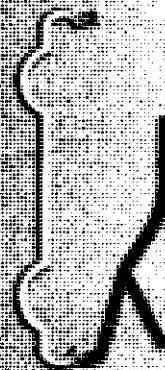
WASHINGTON, DC

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



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Safety Recall Form

Not responsible for loss, or damage to vehicle or articles left in vehicle in case of fire, theft, or other cause beyond our control.



NORTHLAND
Chrysler Jeep Dodge, Inc.
Div of McInerney, Inc
14100 West Eight Mile Rd
Oak Park, Michigan 48237
Phone: (248) 398-8200
Dealer Reg No. F 101426



We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts & labor.

ROYAL OAK, MI		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
		2A8HR54189R		69840	69840	06/24/15 10:12	06/24/15	
		YEAR	MAKE	MODEL	COLOR	TAG NO	STATUS	
		09	CHRYSLER	TOWN & COU	BLUE		PARTIAL-COMLETE-P	
		CUST LAB OR RATE	PHOD DATE	IN SERV DATE	DELI V DATE	DELI V MILES	TERMS	
								No Charge
CUST NO	LICENSE	HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV ADV	REMARKS	
						Gregory Kazanjian (101)		

NORTHLAND CHRYSLER DODGE JEEP WOULD LIKE TO THANK YOU FOR CHOOSING US TO PERFORM YOUR SERVICE NEEDS. IF YOU HAVE ANY QUESTIONS ABOUT YOUR REPAIRS, CONTACT YOUR ADVISOR.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. R=REMAN & U=USED
SHOP SUPPLIES = A TOKEN CHARGE INCLUDED FOR SUPPLIES USED

Line	Op-Code	Est-Code	Tech	Hours	Type	Amount						
A	99R03		A80	0.00	Warranty							
Concern	PERFORM RECALL# R03, WIRELESS IGNITION NODE MODULE											
Correction	REPLACED THE WIRELESS IGNITION NODE MODULE & TWO NEW KEY FOBBS, PROGRAMED ALL TO VEHICLE											
<table><tr><th>Part Number</th><th>Description</th><th>Qty</th></tr><tr><td>CBXZR035AA</td><td>RECEIVER TRANS</td><td>1</td></tr></table>							Part Number	Description	Qty	CBXZR035AA	RECEIVER TRANS	1
Part Number	Description	Qty										
CBXZR035AA	RECEIVER TRANS	1										

Warranty Claim Type: W

Authorization Code:

Service Cont No:

Totals

Amount 1,000

No Charge 4594

LOCAL COMPLETE-P

Not. C. 1000

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.

CUSTOMER SIGNATURE

Repairs Properly Completed & Checked By

Dealer Signature

** PAY METHOD **
** CASH CHECK No. CREDIT CARD / CHARGE **
** No. Charge **

06/24/15 11:13

INVOICE

CUSTOMER COPY

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