



U.S. Department of Transportation
National Highway Traffic Safety Administration

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

Repository
Reference No.
10726115

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MARION State OH Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [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
2A4RR5ZG1 [REDACTED]
Make CHRYSLER Model TOWN AND COUNTRY Model Year 2011
Date Purchased 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-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage Failure Speed

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 <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).

TOOK CAR BACK IN FOR RECALL BACK VENT WINDOWS THEN THE SIDE BLIND SPOT STARTED ACTING UP SAID IT HAD NOTHING TO DO WITH THE RECALL THEN WHEN THEY FINALLY PUT THE RECALL PIECE ON THE BLIND SPOT LIGHTS STAYED ON ALL THE TIME, TOOK IT BACK COST ME \$80 FOR THEM TO ANALYZE THE PROBLEM CONNECTORS ARE CORRODED \$2400 TO FIX SO THEY WERE DISCONNECTED 2 WKS LATER THE REVERSE CAMERA DOESN'T WORK WHAT NEXT, DID FIND OUT THAT CHRYSLER KNEW THIS WAS A PROBLEM NOW THEY PUT SOME KIND OF PROTECTOR ON THE CONNECTIONS TO HELP FROM SALT CORROSION CHRYSLER WILL NOT HELP AT ALL TOLD ELECTRICAL SYSTEM WARRANTY IS OUT DATED

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.

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW:
Date: Tuesday, July 28, 2015 10:44:40 AM
Attachments: [10726115.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)

Sent: Tuesday, July 28, 2015 10:32 AM

Subject: FW:

From: [REDACTED]

Sent: Monday, July 27, 2015 5:37 PM

: DataQuality, DataQuality (NHTSA)

Subject:

[REDACTED]