

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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

19-JUN-2015

Repository ☐

Reference No.
10726276

OWNER INFORMATION (Type or Print)

Name

Address

City

TORRANCE

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

2A8HR54PX8R

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

2008

Date Purchased

08/26/2011

Dealer's Name and Telephone Number

Westbury Jeep Chrysler Dodge Inc.

Engine:

No: Cylinders 4

Fuel Type:

Gasoline

Original Owner

☒

Dealer's City

100 Jericho Turnpike, Jericho

State

NY

Zip Code

11753

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

YES

Incident Date(s)

15-APR-2015

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage
50000

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: 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 2008 CHRYSLER TOWN AND COUNTRY. WHILE THE VEHICLE WAS PARKED, THE CONTACT TURNED THE KEY TO THE ON POSITION BUT THE KEY INDEPENDENTLY TURNED BACK TO THE OFF POSITION. THE CONTACT WAS ABLE TO START THE VEHICLE AFTER MULTIPLE ATTEMPTS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V373000 (ELECTRICAL SYSTEM), WHICH STATED THAT THE MANUFACTURER SENT A SECOND NOTICE WHEN THE RECALL REPAIR BECAME AVAILABLE. THE CONTACT DID NOT RECEIVE A SECOND NOTICE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 50,000.

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: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726276----
Date: Thursday, August 20, 2015 9:53:01 AM
Attachments: [chrysler VOQ.pdf](#)

From: EVOQ (NHTSA)

Sent: Wednesday, August 19, 2015 9:30 AM

Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726276----

From: [REDACTED]
Sent: Thursday, July 30, 2015 12:50 PM
To: EVOQ (NHTSA)
Subject: Re: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726276----

Good morning
kindly see that attached
Thank you
[REDACTED]

On Wed, Jul 29, 2015 at 11:44 AM, <EVOQ@dot.gov> wrote:
Please continue to fill it out and return to us. Thanks

From: [REDACTED]
Sent: Friday, July 24, 2015 1:34 PM
To: EVOQ (NHTSA)
Subject: Re: FW: FW: NHTSA: Follow up to ODI Complaint: ---10726276----

Chrysler has replaced the parts last week
Should I still fill this out ?
Tks

On Fri, Jul 24, 2015 at 10:30 AM <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

