

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 08-JUL-2015 AUG 27 2015		Repository ☐ Reference No. 10732782	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
NEW CASTLE		IN		Zip Code			
Daytime Telephone Number		Evening Telephone Number		E-mail Address			
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	
2A8HR54179R				CHRYSLER		TOWN AND COUNTRY	
Model Year				Engine:		Fuel Type:	
2009				No: Cylinders		REGULAR UNLEADED	
Date Purchased		Dealer's Name and Telephone Number		State		Zip Code	
3/16/2009		Goodwin Brothers 765/529/3780		IN		47362	
Original Owner		Dealer's City		Multiple Failure:		Incident Date(s)	
☒		NEW CASTLE				08-JUL-2015	
Transmission Type		Antilock Brakes		Powertrain			
AUTO		☒					
		Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: ENGINE (PWS), 140000 AIR BAGS, 110000 ELECTRICAL SYSTEM, 180000 VEHICLE SPEED CONTROL						Failure Mileage	
						35037	
						Failure Speed	
						40	
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		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		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 AT 40 MPH, THE ACCELERATOR PEDAL WAS DEPRESSED AND THE VEHICLE ACCELERATED EXCESSIVELY. THE CONTACT HAD TO APPLY FORCE TO THE BRAKE PEDAL MULTIPLE TIMES IN ORDER TO GET THE VEHICLE TO STOP. IN ADDITION, THE RPMS INCREASED, THE ENGINE REVVED, AND THE TRACTION CONTROL WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TOWED TO A DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V373000 (ELECTRICAL SYSTEM, AIR BAGS); HOWEVER, THE PART NEEDED TO REPAIR THE VEHICLE WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 35,037.							
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 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.							

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

EASTGATE Chrysler, INDIANAPOLIS, IN. 46219 / JOHN SHOEMAKE SERVICE ADVISOR ORIGINALLY TOLD ME MY MINIVAN NEEDED THE FOLLOWING REPAIRS. A POWER BRAKE BOOSTER, MASSIVE VACUUM LEAK & A BRAKE SENSOR, TELLING ME THAT SENSOR "CONTROLS" ENGINE IDLE. UPON ME TELLING JOHN THAT I HAD A LIFETIME WARRANTY, THE ONLY THAT WAS REPAIRED/REPLACED WAS THE POWER BRAKE BOOSTER. ATTEMPTED FRAUD? ON AUGUST 6th I TOOK MY MINIVAN TO GOODWIN BROTHERS & TOLD THEM MY ACCELERATION WAS STILL NOT RIGHT. I HAD SOME OTHER UNRELATED ITEMS REPAIRED/REPLACED. THEY COULD NOT DUPLICATE THE PROBLEM AT THAT TIME 7/31/2013 ATTACH ADDITIONAL SHEETS IF NECESSARY SEE PAGE 2

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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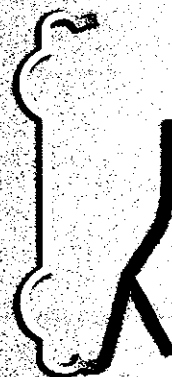
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

(2)

ON August 6 2015 I attempted to go to Goodwin Brothers Chrysler to get an oil change. My minivan would not start. Upon having it towed to Goodwin Brothers they said my battery was weak and would barely pass their test equipment. After a new battery was installed I've had no further problems. I received my minivan back on August 8th 2015. However their service manager ^{others} & several told me that with the electronics on vehicles these days that weak could make your vehicle do almost anything like unentended acceleration, no brakes etc.