

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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		DOT Auto Safety Hotline 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received SEP 05 2015		Repository ☐ Reference No. 10733599	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
WILLINGTON		OH			
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
2A8HR54149R			CHRYSLER	TOWN AND COUNTRY	2009
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
				No: Cylinders	GASOLINE
Original Owner	Dealer's City	State	Zip Code		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	☒ Cruise Control			13-JUL-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 140000 AIR BAGS, 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: DOTM9ABC036)		☐ 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 RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 10V235000 (ELECTRICAL SYSTEM) AND 14V373000 (AIR BAGS, ELECTRICAL SYSTEM); HOWEVER, THE PART WAS UNAVAILABLE TO PERFORM THE REPAIR. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.					
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.					



BILL MARINE FORD, Inc.
1182 W. Main St.
P.O. Box 130

Telephone (937) 382-3858

WILMINGTON, OHIO 45177

CHRYSLER DODGE//

Jeep.



RAM

RO: [REDACTED]

Cashier: 15:20-3
Date Out: 08/21/2015

OPEN

IN:0923OUT:1520

Customer: [REDACTED]

VIN:2A8HR54149R [REDACTED]

2009 CHRY TOWN & COU

Miles-In: 77650 Out: 77650

Office: [REDACTED]

Other: N/A

Advisor: 007702-John M. Wolfe

Hat: 093

Date In: 08/21/2015

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
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A WSCH 007108 0.0 21A/C [WARRANTY]
CUSTOMER STATES: AIR CONDITION CONCERN-PLEASE PERFORM RECALL K04.
ORDERED PARTS. WILL CALL WHEN THEY COME IN.
Labor Op: 0 Condition Code: Fail Code:

B WSCH 007108 0.0 [WARRANTY]
CUSTOMER STATES: PLEASE PERFORM RECALL K14.
ORDERED PARTS WILL CALL WHEN THEY COME IN.
Labor Op: 0 Condition Code: Fail Code:

C WSCH 007108 0.0 [WARRANTY]
CUSTOMER STATES: PLEASE PERFORM RECALL K31.
ORDERED PARTS. WILL CALL WHEN THEY COME IN.
Labor Op: 0 Condition Code: Fail Code:

D WSCH 007108 0.0 [WARRANTY]
CUSTOMER STATES: PLEASE PERFORM RECALL R03.
REPLACED WIN MODULE AND PROGRAMMED PER RECALL R03.
Parts: 1 Labor Op: 0 Condition Code: Fail Code:
CBXZR03KAA WIN KIT-TRANSMITTERS AND WIN

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF 1.0 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. Bill Marine Ford hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and Bill Marine Ford neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by Bill Marine Ford in no way affects the terms of the manufacturer's warranty.

"All parts installed are new, used or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Thank you for allowing us to serve you!