

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		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		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: SURFSIDE BEACH State: SC Zip Code: [REDACTED]		Date Received: 17-AUG-2015		Repository: ☐	
		Daytime Telephone Number: [REDACTED] Evening Telephone Number: [REDACTED]		Reference No.: 10749192 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 2A8HR54P58R [REDACTED]		Make: CHRYSLER		Model: TOWN AND COUNTRY Model Year: 2008	
Date Purchased: 7/31/10 Original Owner: ☐		Dealer Name and Telephone Number: (516) 796-5500 TOWN & COUNTRY JEEP-CHRYSLER Dealer's City: LEVITTOWN, NY State: NY Zip Code: 11756		Engine: No: Cylinders: 6 Fuel Type: REGULAR UNLEADED	
Transmission Type: AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control		Powertrain: ? Multiple Failure: 8/15/15 + 8/24/15		Incident Date(s): 15-AUG-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM - IGNITION -				Failure Mileage: 105000 Failure Speed: N/A	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make: [REDACTED]		Tire Model (Name or Number): [REDACTED]		Tire Size (Example P215/65R15): [REDACTED]	
DOT No. (Example: DOTM19ABC036): [REDACTED]		☐ Original Equipment ☐ Prior Repair		Failure Location: [REDACTED]	
Tire Component Code: [REDACTED]				Tire Failure Type: [REDACTED]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]		Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]	
Seat Type: [REDACTED]		Installation System: [REDACTED]			
Child Seat Component Code: [REDACTED]		Failed Part: [REDACTED]			
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. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V373000 (AIR BAGS, ELECTRICAL SYSTEM); HOWEVER THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT STATED WHEN ATTEMPTING TO START THE VEHICLE, THE KEY WAS PLACED IN THE IGNITION SWITCH AND TURNED BUT THE VEHICLE FAILED TO START. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 105,000.					
NOTE: The problem was regarding Recall R03 (Wireless Ignition Node Module). The key would not turn in the ignition.					
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.					

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

Please see letter attached

Thank You!

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

COLUMBIA

SC 290

22 SEP '15

PM 3 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

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



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



Re: Reference No. 10749192

To Whom It May Concern:

First I want to give you some information to give you a better idea why I'm so frustrated. In 2014 Phil and I received a recall notice for L25. Myrtle Beach Chrysler, in South Carolina, could not perform the work because the part (ignition) was back-ordered. We were put on a waiting list. In 2015 recall L25 was replaced with R03. Since we were in Pennsylvania for the summer we called Berger Family Dealership in Hazleton on June 15th. Again we were put on a waiting list because the WIN (wireless ignition node) Module was back-ordered. Shame on Chrysler for dealing with such an incompetent parts manufacturer. In the meantime we frequently had trouble removing the key from the ignition. We had to jiggle the shifter until we heard something slide into place and then we could remove the key. We didn't take the van in for repair because we figured it was the faulty ignition and patiently waited to be called by the dealership.

By August 15th we still hadn't been called. Since we wanted to head back to our home in South Carolina we decided to make arrangements to have the work performed at Myrtle Beach Chrysler. So, we packed the van and I was planning to go to my son's to have the tire pressure checked. However, when I put the key in the ignition it wouldn't turn. I called the dealership and was told that the Service Department was closed because it was Saturday. I then called Chrysler and Case # [REDACTED] was opened.

On Monday (8/17) the van was towed to Berger's. It wasn't until the 20th that any progress was made. Lora, in Chrysler's "Hot Line" department, finally was able to locate the part at a dealership about 14 miles away from Berger's. On Friday (the 21st), as the ignition was being installed, it was discovered that my shifter was BROKEN. Apparently the tech did not do a thorough job diagnosing my problem. (He was 99% certain that my only problem was my ignition.) It seems funny that the shifter was working the night before my ignition failed. Anyway, Mike, from Berger's, called to explain the situation. Since they didn't have the part in stock arrangements had to be made to get it from another dealership and it couldn't be installed until Monday.

However, that's not the worst part. Mike explained that the shifter would cost \$215.00 and labor and tax would bring the total to over \$400.00. REALLY!?!? Seriously!?!? I'll bet if the WIN had been replaced in a timely manner, I wouldn't have had a problem with my shifter.

So, there I sat, over a week later and I'm still not on my way home. Since [redacted] and I went to PA in separate vehicles, and since he had to get back to SC he had to leave without me. Then I had to drive home without him. I didn't have him to follow or be with for pit-stops. I was not a happy camper.

I picked up my van late Monday afternoon, packed it a second time, went to my son's to have the tire pressure checked and paid my last (HA!) good-byes. I went to my other son's to say good-bye and then went to my home to get a good night sleep before I headed back to SC alone.

When I pulled into my driveway and went to put the car into park the shifter (THE NEW SHIFTER) got hung up in reverse. So, since the back-up lights were on, my son disconnected the battery. Then we unloaded my van (AGAIN!).

The next day Berger's dropped off a loaner car and towed my car in to repair the shifter. That afternoon I picked up my van and was on the road to SC the next morning.

It was a frustrating ordeal, but at least my van failed right in my own driveway both times. At least I wasn't on the road to SC.

Thank you for your attention to this matter. Hopefully you can light a fire under Chrysler and make them deal with a different parts manufacturer. Oh, by the way, the bill to replace the shifter was \$302.52. Hopefully Chrysler will be willing to reimburse me for that, along with my towing bill that they already agreed to, because of my inconvenience.

Sincerely,
[redacted]