

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) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148			
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Date Received</td> <td style="width: 50%;">Repository ☐</td> </tr> <tr> <td align="center">19-AUG-2015 SEP 22 2015</td> <td align="center">Reference No. 10749760</td> </tr> </table>		Date Received	Repository ☐
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19-AUG-2015 SEP 22 2015	Reference No. 10749760						
OWNER INFORMATION (Type or Print)							
Name		Address		City			
State		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			
2C4RC1BG5CR		CHRYSLER		TOWN AND COUNTRY			
Model Year		Engine:		Fuel Type:			
2012		No. Cylinders					
Date Purchased		Dealer's Name and Telephone Number		State			
4/27/14		Red Bluff Chrysler Dodge		CA			
Original Owner		Dealer's City		Zip Code			
☒ Used		Red Bluff, CA. 96080		96080			
Transmission Type		Antilock Brakes		Powertrain			
		☒ Cruise Control		Multiple Failure:			
				Incident Date(s)			
				15-AUG-2014			
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: 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			
☐ Yes ☒ No		☐ Yes ☒ No		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 2012 CHRYSLER TOWN AND COUNTRY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V234000 (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 MANUFACTURER WAS 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 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)

WE purchased this car 4/27/14 USED. Received Recall 8/15. This on the (rear) back wing windows defective switch. We went to the dealer right away & they disconnected the switches. / DEC of 2014 I phoned to see what the hold up was on the parts. they had not received any. On 3/23/15 I called Chrysler Recall Assis. Center 1-800-853-1403. I was told they had not been able to find any company who could - would MAKE the parts needed. Found NHTSA - Reported this problem.

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

SACRAMENTO
CA 957
09 SEP '15
PM 2:1



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NECESSARY
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IN THE
UNITED STATES



BUSINESS REPLY MAIL

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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

