

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)		FOR AGENCY USE ONLY 100148	
		DOT Auto Safety Hotline		Date Received 22-SEP-2015 NOV 14 2015	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				Repository ☐	
Reference No. 10767323				Daytime Telephone Number [Redacted]	
Evening Telephone Number Same				F-mail Address [Redacted]	
OWNER INFORMATION (Type or Print)					
Name [Redacted]					
Address [Redacted]					
City GLEN ALLEN		State VA		Zip Code [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 2A8HR64X38R [Redacted]		Make CHRYSLER		Model TOWN AND COUNTRY	
Model Year 2008		Date Purchased		Dealer's Name and Telephone Number	
Engine: No: Cylinders		Fuel Type:		Original Owner ☒	
Dealer's City		State		Zip Code	
Transmission Type		☒ Antilock Brakes ☒ Cruise Control		Powertrain	
Multiple Failure:		Incident Date(s) 05-AUG-2015		State	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 88000	
Failure Speed 15				State	
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:		State			
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		State	
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 A NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V379000 (AIR BAGS, ELECTRICAL SYSTEM); HOWEVER, THE PARTS NEEDED FOR THE REPAIRS WERE NOT AVAILABLE. THE DEALER WAS UNABLE TO PROVIDE A TIMEFRAME FROM WHEN THE PARTS WOULD BECOME AVAILABLE AND ADDED THE CONTACT TO A WAITING LIST. THE CONTACT BELIEVED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME TO PROVIDE THE RECALL REPAIRS. THE MANUFACTURER WAS NOT MADE AWARE OF THE DELAY. IN ADDITION, WHILE DRIVING 15 MPH, THE VEHICLE STALLED AND ALL OF THE WARNING LIGHTS ILLUMINATED. THE FAILURE MILEAGE WAS 88,000.					
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.					

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

Have been waiting almost 9 months for
replacement parts — still on
waiting list at the following
Whitten of Ashland — (804) 798-6071
& Pearson Chrysler — (804) 965-0300

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

RICHMOND VA 230

27 OCT 2015 PM 11

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IF MAILED
IN THE
UNITED STATES

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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**



SAFETY INFORMATION QUESTIONNAIRE (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration