

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)		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				
OWNER INFORMATION (Type or Print)			Date Received 29-SEP-2015		Repository ☐	
Name [REDACTED]			Daytime Telephone Number [REDACTED]		Reference No. 10778414	
Address [REDACTED]			Evening Telephone Number [REDACTED]		E-mail Address [REDACTED]	
City LEXINGTON		State MO	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 2C4RC1BG1CR [REDACTED]			Make CHRYSLER		Model TOWN AND COUNTRY	
Date Purchased		Dealer's Name and Telephone Number handmark Dodge 877-559-2518		Model Year 2012		
Engine:		No: Cylinders		Fuel Type:		
Original Owner ☐		Dealer's City Independence		State MO Zip Code 67055		
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Incident Date(s) 27-SEP-2015		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN				Failure Mileage 63600		
				Failure Speed 45		
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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured		
				Number of Deaths		
				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. WHILE DRIVING APPROXIMATELY 45 MPH, THE VEHICLE INDEPENDENTLY ACCELERATED TO APPROXIMATELY 80 MPH WITHOUT WARNING. THE CONTACT'S WIFE DEPRESSED THE BRAKE PEDAL TO SLOW DOWN THE VEHICLE, BUT IT BECAME UNCONTROLLABLE AND WOULD NOT SLOW DOWN. THE CONTACT REACHED OVER AND TURNED OFF THE ENGINE. THE VEHICLE WAS COASTED TO THE SIDE OF THE ROAD AND RESTARTED AFTER A FEW MINUTES; HOWEVER, THE ENGINE RPMs IMMEDIATELY INCREASED TO 4,000. THE CONTACT DISCONNECTED THE BATTERY AND RECONNECTED IT AFTER ABOUT ONE MINUTE. THE VEHICLE RESTARTED AND THE FAILURE DID NOT RECUR. THE FAILURE WAS NOT DIAGNOSED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 63,600.						
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)

contacted Chrysler on 10-9-2015, was Told it may
Need a reprogram of The powertrain control module, recall
M-38, Case # [REDACTED]

On 10-15-15 went to Hughes Automotive in Higginsville
Mo. A Scan on The vehicle showed the power doors
needed To be updated and This was done, \$34.50

The Van has NOT malfunctioned since 1st incident?

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

KANSAS CITY
MO 641
23 NOV '15
PM 6 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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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