

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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		FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print)		Date Received: JAN 12 2016		Repository ☐	
Name: [REDACTED]		07-OCT-2015		Reference No. 10780457	
Address: [REDACTED]		Daytime Telephone Number: [REDACTED]		E-mail Address: [REDACTED]	
City: SHEFFIELD State: PA Zip Code: [REDACTED]		Evening Telephone Number: [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 2C4RC1BG6D [REDACTED]		Make CHRYSLER		Model TOWN AND COUNTRY	
Model Year 2013		Date Purchased 11-15-14		Dealer's Name and Telephone Number Drive Warren Auto Group 716-484-7125	
Original Owner ☐		Dealer's City Jamestown		Engine: V6 No: Cylinders	
State NY Zip Code 14701		Fuel Type: Gas			
Transmission Type Automatic		☒ Antilock Brakes ☒ Cruise Control		Powertrain Multiple Failure:	
				Incident Date(s) 25-DEC-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 180000 VEHICLE SPEED CONTROL, LIGHTING (PWS), lift gate sporadically does not open or close - or goes half way, then back to starting position				Failure Mileage 15550	
				Failure Speed Any !!!	
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 2013 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING AT VARIOUS SPEEDS, THE ACCELERATOR PEDAL WAS DEPRESSED BUT THE VEHICLE FAILED TO ACCELERATE AND THE INTERIOR LIGHTS FAILED WITHOUT WARNING. THE CONTACT STATED THAT ON A SEPARATE OCCASION THE LIFT GATE BUTTON WAS DEPRESSED BUT THE LIFT GATE FAILED TO CLOSE AND HAD TO BE CLOSED MANUALLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 15,555. A Chrysler care representative (Abigail) has been working to rectify issues. The after-market remote start - which dealership had installed may be the cause. The dealership removed it and replaced with a Chrysler warranted remote start. The day after picking up the van, the lift gate took 3 tries to operate correctly. We are afraid to drive it as we don't know if/when something else will happen...					
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)

Since the malfunctions are sporadic, it is very nerve racking to drive it in congested areas. It can malfunction one time, then go for long periods or malfunction 3-4-5 times in a row. One day all the issues wreaked havoc to and from an 8 hour day - 2 hours to get there, 4 hours getting around a city, and 2 hours home. THATS when we insisted it be fixed, not just repeatedly looked at. The dealership had the van for several weeks - still having issues!

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

PITTSBURGH
PA 150
01 DEC '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, [REDACTED] NEF-020

1200 New Jersey Avenue SE.

Washington, D.C. 20077-9382



safercar.gov

**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