

FEB 16 2016
INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		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) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Date Received 15-OCT-2015		Repository ☐ Reference No. 10782426			
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
MINNETONKA		MN					
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	
2A8HR54P78R				CHRYSLER		TOWN AND COUNTRY	
Date Purchased		Dealer's Name and Telephone Number				Model Year	
						2008	
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		Powertrain		Multiple Failure:		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control						30-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		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No				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 (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 NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.							
<i>Electrical problem started 09/27/14 all the indicators - warning lights came on and stayed on. no lights, air bags, speedometer, nothing, went to two dealers. they didn't know what the problem was. I received 2 recall notices. checked with dealer. They said they didn't have the parts - on 10/21/15 they found the part. So far everything is OK. copy enclosed</i>							
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.							

CUSTOMER #:

*Recall
Replace Module
Node*

Walser | Chrysler, Jeep, Dodge

INVOICE

314 Mainstreet
Hopkins, MN 55343
Service Phone: 952-935-2400
Fax: 952-945-7239
www.walser.com

PAGE 1

HOPKINS, MN

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 317 JAMES SOCHKO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	08	CHRYSLER TOWN & COUN	2A8HR54P78R		38265/38266	T237-1	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29APR08	DD01NOV07	29APR2011	WAIT 27OCT15			VMC	27OCT15
R.O. OPENED		READY	OPTIONS:	DLR:	1) 3/36		

09:48 27OCT15 10:51 27OCT15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES PLEASE PERFORM R03--WIN MODULE RECALL
CAUSE: REQUIRED ACTION

08R03182 Safety Recall R03 - Wireless Ignition
Node Module - Replace Module, Wireless
Ignition Node (WIN) - Interrogate & Replace
(Includes FOBIKS) (2 - Skilled)

6390 GARCIA, MARTIN LIC#: 1

WR 0.80

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

..., 38265 REMOVED NECESSARY DASH PANELS PER R03 RECALL. PROPERLY GAIN
..., ACCESS TO THE WIN MODULE AS DESCRIBED IN BOTH STANDARD SERVICE
..., INFORMATION AND ALSO IN THE R03 RECALL INSTRUCTIONS. THE WIN MODULE WAS
..., REMOVED AND REPLACED AS ADVISED. ALL REMOVED BODY PANELS WERE THEN
..., INSTALLED AS DESCRIBED IN SERVICE INFORMATION. USING THE MICROPOD AND
..., WITECH DIAGNOSTIC SOFTWARE THE SECRET PIN WAS TRANSFERRED TO THE NEW
..., WIN AND ITS OPERATION WAS TESTED. ALL NEW KEYS WORK CORRECTLY. R03
..., RECALL HAS BEEN COMPLETED AND VEHICLE HAS BEEN RETURNED TO THE
..., CUSTOMER. RECALL COMPLETE

B PERFORM MULTI POINT VEHICLE INSPECTION

MPI PERFORM MULTI POINT VEHICLE INSPECTION

6390 GARCIA, MARTIN LIC#: 1

CP 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C Chrysler Factory Survey

WS Chrysler Factory Survey

6390 GARCIA, MARTIN LIC#: 1

CP 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

..., Thank You for your business today. We really appreciate it.
..., You may receive a survey from the manufacturer regarding today's
..., visit. This survey is very important to us. If you cannot grade us a