

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	
		Date Received JAN 12 2016 16-OCT-2015		Repository ☐ Reference No. 10782827	
OWNER INFORMATION (Type or Print)					
Name		[REDACTED]		Daytime Telephone Number	
Address		[REDACTED]		E-mail Address	
City		PIND BUSH		Evening Telephone Number	
State		NY		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		Make		Model	
2A8HR54P28R [REDACTED]		CHRYSLER		TOWN AND COUNTRY	
Model Year		2008			
Date Purchased		Dealer's Name and Telephone Number		Engine:	
				No: Cylinders	
Original Owner		Dealer's City		State	
☐				Zip Code	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes ☐ Cruise Control				Incident Date(s) 01-MAY-2015	
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		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 2008 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 14V3730000 (ELECTRICAL SYSTEM) WAS RECEIVED IN MAY OF 2015. AFTER CONTACTING THE DEALER AND THE MANUFACTURER ON MULTIPLE OCCASIONS, THE CONTACT WAS INFORMED THAT THE PARTS NEEDED TO REPAIR THE VEHICLE WERE STILL NOT AVAILABLE AND NO ESTIMATED TIME FOR RECEIVING THE PARTS COULD BE GIVEN. 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)

Because of a Runner hand by Different Dealerships. I contacted National Highway Traffic Safety Administration and three days later, they found a Dealership that had the Parts and on 10/30/15, the new Parts were installed. There was no failure of Parts on Recall. My Concern was when receiving Recall Notice, that the Car would Shutdown while driving on a Super Highway. Copy of repair order enclosed. Thank you for helping in this matter.

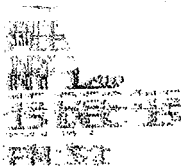
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

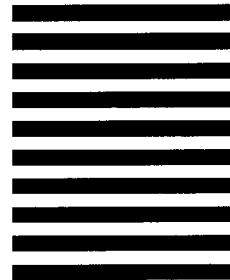
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**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**



**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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



YOUNGS MOTORS INC.
PO BOX 215, 1871 RT 9W - MILTON, N.Y. 12547
(845) 795-2111 WWW.YOUNGSMOTORS.COM
AUTHORIZED CHRYSLER LLC DEALER 64410
LABOR RATES: CAR \$110.00 TRUCKS \$120.00

PINE BUSH, NY		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
		2A8HR54P28F		135308	135308	10/30/15 08:57	10/30/15	
		VEHICLE DESCRIPTION					TAG NO.	STATUS
2008 CHRYSLER TOWN & COU ()						PARTIAL-COMPLETE-M		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
							No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			ENGINE/TRANS	
				RICK SCHMELZ (2)				

Thank you for giving us the opportunity to serve you.
We appreciate your business & your confidence in us!
NYS REPAIR FACILITY # R-356-0039

You may be receiving a survey in the mail soon to rate us on your recent service visit. If you cannot respond as 100% satisfied, PLEASE CONTACT US!

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	R03		A8		Warranty	
Concern SAFETY RECALL R03 WIRELESS IGNITION MODULE, REPLACE WIN MODULE AND FOBK'S 08R03182 (JC) .7, (RT) .8						
Part Number		Description			Qty.	
CBXZR03KAA		WIN KIT TRANS			1	

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
10/30/2015 08:57	\$87.92		Initial Estimate	
Warranty Claim Type: W		Authorization Code:		Service Cont No:

Totals

TOTAL CUSTOMER	Amount No Charge
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STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)