

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) Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		AGENCY USE ONLY 100148 Date Received 12-NOV-2015 FEB 04 2016		Repository ☐ Reference No. 10789965	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
WINNEBAGO		IL					
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	
2A8HR54X49R				CHRYSLER		TOWN AND COUNTRY	
Model Year		2009		Engine:		Fuel Type:	
Date Purchased		Dealer's Name and Telephone Number				No: Cylinders	
Original Owner		Dealer's City		State		Zip Code	
Transmission Type		☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:	
						Incident Date(s) 11-FEB-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS						Failure Mileage 5000	
						Failure Speed 55	
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 2009 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING APPROXIMATELY 55, ALL THE INSTRUMENT PANEL INDICATORS FAILED TO ILLUMINATE. THE FAILURE RECURRED SPORADICALLY. AFTER THE ENGINE WAS TURNED OFF AND RESTARTED, THE VEHICLE RESUMED NORMAL OPERATION. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE CONSEQUENCES THAT THE CONTACT EXPERIENCED WERE RELATED TO THE RECALL UNDER NHTSA CAMPAIGN NUMBER: 14V373000 (AIR BAGS, ELECTRICAL SYSTEM). THE PART NEEDED TO PERFORM THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 5,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.							
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)

(After) the recall was completed, which was the ignition harness controls. They also gave me two new fob's. After this was done the lights in the warming mirror went out twice and the automatic windshield wiper quite for one day. Once the motor is stopped and restarted, they work.

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

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210-100**
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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

