

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



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

Date Received	Repository <input type="checkbox"/>
23-NOV-2015 FEB 22 2016	Reference No. 10806225

OWNER INFORMATION (Type or Print)

Name		
Address		
City	State	Zip Code
TEXARKANA	TX	

Daytime Telephone Number	E-mail Address
Evening Telephone Number	

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 2C4RC1CG1DR		Make CHRYSLER	Model TOWN AND COUNTRY	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number AMS VANS 800-775-8267		Engine: No: Cylinders	Fuel Type: gas
Original Owner <input type="checkbox"/>	Dealer's City NDR CROSS, Ga	State GA	Zip Code 30093	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: YES	Incident Date(s) 10-MAR-2014 Am-3-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY Body LINES off of F-front seat NOT IN CORRECT POSITION	Failure Mileage 221	Failure Speed
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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: DOTM49ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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. THE CONTACT STATED THAT THE DEALER REPLACED THE INTERIOR FLOORING FROM THE FRONT FIREWALL TO THE REAR FIREWALL. THE CONTACT MENTIONED THAT THE FLOORING WAS NOT ALIGNED CORRECTLY AND CAUSED WATER INTRUSION. THE CONTACT ALSO STATED THAT THE REAR PASSENGER SIDE DOOR WAS NOT PROPERLY ALIGNED AND WAS DIFFICULT TO CLOSE. THE VEHICLE WAS NOT REPAIRED DUE TO THE DEALER REFUSING TO PROVIDE A PERMANENT REMEDY FOR LONGER THAN 22 MONTHS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED NO REMEDY. THE FAILURE MILEAGE WAS 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.

To: AMS Vans attn: Josh Sheppard

From: Pinewood Mobility Inc.

On inspection of this clients van 2013 chrysler T/C with 21,610 miles on it, we have found that the ramp guage material is to thin to support the weight of the wheelchair and the occupant. The ramp material should have been made out of the air craft 6061 aluminum and at least ¼ inch in thickness it is also a stronger grade of aluminum. The hinge has been replaced by a company in Tyler that AMS sent the hinge to and it is not of the right material it is to thin also, And the ramp is interfering with the front seat positioning , the front seat is very uncomfortable it can not seat a normal size adult and a company in Tyler moved the seat a couple of inches but had no effect on the comfort or the clearance between the ramp and the seating position. We find that this van was not put together in a correct manner that it just seems to be out of alignment from other vans of the same design. The client is very unhappy with it and feels that the company AMS did not represent the van truefully. They have had other companies trying to fix their problems when in reality it needs to be brought back to the original factory and repaired there or replaced, this client feels like the van needs to be replaced because there are some other issues he is concerned about with the van. We do not wish to get invloved in this any futher, it needs to be resolved by the company or the AMS repersenitives of the company from where it was purchased.

Sincerely:



On Oct.11,2013 we purchased a 2013 Town and country Chrysler Van from Samuel Adams Chrysler in tyler,Tx. We sent the van to Preferred Medical of Tyler,Tx (903-597-5656) Daniel is who we dealt with, to have the van converted to a Handicapped accessible van by dropping the floor and installing a ramp. They in turn sent the van to AMS Vans out of Tucker,Ga (1-800-775-8267) to have the work done. Josh Sheppard is the person that we talked to about all the problems 678-387-6632

We told Preferred Medical that we wanted a full drop floor and assumed that's what

we were getting . We were not told that AMS did not do a full drop or we would not have used them for the conversion.

Without the full drop if the vehicle is hit on the passenger side where we are unable to get our daughter unloaded we could not We received the van Jan.3,2014. Upon inspecting the work done on the van we told the representative

of Preferred Medical that the ramp appeared warped and binding as it went down or up. Due to the ramps defect

The cable on the ramp broke several times damaging the ramp even farther causing concern about the safety of the ramp when our daughter in her wheelchair was loading and unloading. Also it causes the ramp to be unlevel

which causes the wheelchair to go down the ramp at an angle. This is unsafe for our daughter because it is possible for her chair to run off of the ramp. Also, the ramp was not installed properly and is too steep which causes the wheelchair to slide down the ramp out of control when the ramp gets wet. When it is wet the electric wheelchair has to be assisted by someone by pushing the chair up the ramp which could also be a safety issue.

With the ramp being out of proportion the front passenger seat was moved over to allow room for the ramp lift into place. With the seat moved out of the original position if the airbag deployed it could injure the person sitting in the seat.

Their is also safty issues with the back sliding doors. When they are closed the body lines are out of proportion causing water, wind, and debri to get inside the vehicle door panels which will eventually cause rot.

The floor is out of square causing body flext on occasions. This could possibly lead to cracks in the floor or body.

The carpet was removed and not replaced in the floor which even though the wheelchair is tied down if the van has to stop suddenly the chair slides.

Preferred Medical and AMS have both been informed of the vehicle issues and refused to honor any more warranty work.

AMS has sent us to several places to address these issues but the places would not do the work needed because of the liability involved and some say they cannot do the work that it needs to correct the problems

Listed below are the names and phone numbers of the places we took the van

American Lift Aids of Tyler, TX	Tim is the owner	903-471-0416
Pinewood Mobility of Daingerfield, Tx	Steve Farr is the owner	903-645-3917
Coleman Chrysler of New Boston, Tx	Ralph is the service representative	
903-628-6553		
Twin City Collision of Texarkana, Tx	Jeremy is the owner	903-792-6744
First Serve of Shreveport, La	Brian	318-221-8411

Enclosed is a report from Pinewood Mobility

Thanks,

Texarkana, Tx

email