

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 29-FEB-2016 APR 29 2016	Repository <input type="checkbox"/>
	Reference No. 10839035

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	
City	GREENFIELD	State	TN	Zip Code	[REDACTED]
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 2C4RC1BG4DR [REDACTED]	Make CHRYSLER	Model TOWN AND COUNTRY Touring	Model Year 2013
Date Purchased March 15 2013	Dealer's Name and Telephone Number Linwood Motors 270-444-6901	Engine: 3.6L No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City Paducah	State Ky	Zip Code 42001
Transmission Type 6-speed AUTOMATIC	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: EXHAUST LEAK 4 Times - 5th Rep.
Incident Date(s) 27-SEP-2013			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 063000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM, ENGINE (PWS)	Failure Mileage 12612	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: DOTM19ABC036)	<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 EXHAUST FUMES WERE EMITTED INTO THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THERE WAS AN EXHAUST LEAK AND THE EXHAUST SYSTEM NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 12,612.

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.

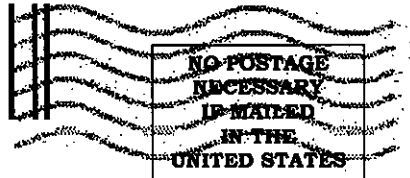
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ENGINE LEAKING EXHAUST FUMES INTO CABIN AREA OF 2013 CHRYSLER T&C. Repair ATTEMPTS 4 TIMES. SET UP APPOINTMENT TO PLACE IN SHOP ON SEPT. 8, 2014. DEALER REFUSED TO PLACE IN THE SHOP FOR REPAIRS. PARKED THE 2013 CHRYSLER T&C ON ~~NOV 3~~ NOV 3, 2014 ON ADVISE OF OUR DOCTORS. MY WIFE [REDACTED] HAD A MILD STROKE ON JUNE 20, 2014 AND HER DOCTOR BELIEVES THAT THE VEHICLE CONTRIBUTED TO HER STROKE. R.O. NUMBER [REDACTED] ON 9-7-13. R.O. [REDACTED] ON 10-11-13. R.O. [REDACTED] ON 10-21-13. R.O. [REDACTED] ON 07-14-14. ON 9-8-14 TOOK TO SHOP FOR ATTACH ADDITIONAL SHEETS IF NECESSARY SAME PROBLEM!

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

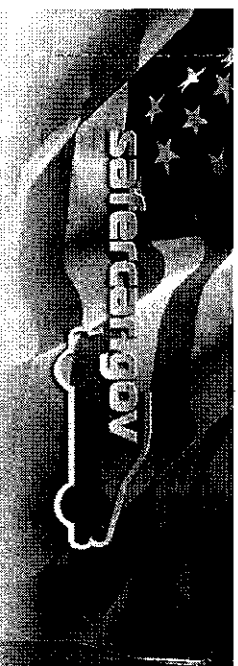
MEMPHIS TN 381

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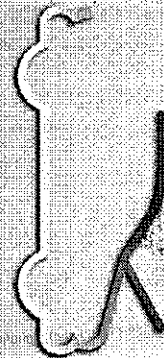


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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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Washington, D.C. 20077-9382



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



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