

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 07-MAR-2016 MAY 04 2016	Repository ☐ Reference No. 10840314		
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
EAST NORTH PORT		NY			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C4RC1CGBER		Make CHRYSLER	Model TOWN AND COUNTRY	Model Year 2014	
Date Purchased 10/7/2013	Dealer's Name and Telephone Number JIM DBA ATLANTIC		Engine: No: Cylinders 6	Fuel Type: GAS	
Original Owner	Dealer's City 130 SURF WEST SLIP	State NY	Zip Code 11795		
Transmission Type A6/6S	☒ Antilock Brakes ☐ Cruise Control	Powertrain Auto	Multiple Failure: YES	Incident Date(s) 29-FEB-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 273000 LANE DEPARTURE: BLIND SPOT DETECTION, VISIBILITY/WIPER (PWS)			Failure Mileage 29929	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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	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 2014 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE VEHICLE'S BLIND SIDE SENSOR LOCATED ON BOTH THE PASSENGER AND DRIVER SIDE MIRRORS FAILED TO PROPERLY NOTIFY THE DRIVER. ALSO, THE INSTRUMENT PANEL FAILED TO CHIME AND THE LIGHT SENSOR SYSTEM FAILED TO ALERT THE DRIVER WHEN SOMETHING WAS IN THE VEHICLE'S BLIND SIGHT. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHO STATED THAT BECAUSE THE BODY REPAIR SHOP PREVIOUSLY REPAIRED THE VEHICLE, THEY SHOULD PROVIDE THIS REPAIR AS WELL. THE VEHICLE WAS NOT REPAIRED. THE INSURANCE COMPANY STATED THAT ONLY ORIGINAL EQUIPMENT COULD BE USED FOR REPAIRS ON THE VEHICLE. THE DEALER WAS INFORMED THAT THE PARTS FOR THE REPAIR WERE ORIGINAL PARTS. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VIN WAS INVALID. THE FAILURE MILEAGE WAS 29,929.					
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.					

1220 E. Jericho TPKE
Huntington, NY 11743
(631) 673-0270
Fax: (631) 385-0358
huntingtonjeep.com
Reg# 7100730 RS



5080 Jericho TPKE
Commack, NY 11725
(631) 993-3300
huntingtonjeep.com
Reg# 7109245

R/O Open Date	R/O Number
3/02/16	
R/O Close Date	Status
3/02/16	Pre-Invoice
Mileage In	Mileage Out
29814	29815
Service Advisor / Tag #	
Amber Bonilla/4081	

[REDACTED] EAST NORTHPORT, NY [REDACTED]			Work Phone	Vehicle Identification Number	
			[REDACTED]	2C4RC1CG8ER [REDACTED]	
			Home Phone	Delivery Date	In-Service Date
			[REDACTED]		
Year	Make	Model	Body	Color	License Number
2014	CHRYSLER	TOWN & COUNTR	4DR WGN TOURING-L		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: #1 - GENERAL: CUSTOMER REQUESTS CHECK THE FOLLOWING ITEM GENERAL CONCERN #1 CUSTOMER STATES THAT THE BLIND SPOT LIGHT IS STAYING ON IN THE MIRRORS Caused by FOUND PASSENGER SIDE TAIL LIGHT NOT SITTING PROPER LY AND THERE ARE WIRES HANGING DOWN UNDERNEATH THE PASSENGER SIDE REAR OF VEHICLE Work performed by No work done (99) 0.00hrs @ .00 VEHICLE IS GOING BACK TO BODY SHOP ***** * Thank you for your business. If you are not 100% * * satisfied with your service please contact your Service* * Advisor today! * *****	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. I acknowledge that all warranties express or implied, including any implied warranty of merchantability or fitness for a particular purpose are hereby disclaimed by you. I realize these repairs are covered by a limited warranty of labor and parts for 12 months. I understand this limited warranty is expressly in lieu of all other warranties, expressed or implied and that your liability is limited solely to repair or replacement under the limited warranty herein for the stated period. You shall not be liable for any consequential or incidental damages to property, damages for loss of time, profits, or income or for any inconvenience.		LABOR	.00
		PARTS	.00
		DEDUCTIBLE	.00
		SUBLET	.00
		SHOP SUPPLIES	.00
		HAZARDOUS MATERIALS	.00
		SALES TAX OR TAX I.D.	.00
		SPECIAL ORDER DEPOSIT	.00
		DISCOUNTS	.00
		TOTAL DUE	.00
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.			
X			

ALPHA OMEGA AUTO BODY
3056 JERICHO TPKE, EAST NORTHPORT, NY
11731
Phone: (631) 499-1328
FAX: (631) 499-1624

Workfile ID: [REDACTED]
Federal ID: 112697805
State ID: 7091402
License Number: [REDACTED]

Estimate of Record

Customer: [REDACTED]

Job Number:

Written By: ANDREW PREBLE, IA-1166956, 10/19/2013 9:17:45 AM
Adjuster: ADJUSTER UNKNOWN, (877) 777-2022 Business
Assignment Type: 75 Inspect and Repair

Insured: [REDACTED] Policy #: **NATIONWIDE AFFINITY** Claim #: [REDACTED]
INS*

Type of Loss: COLL-Collision Date of Loss: 10/16/2013 10:00:00 AM Days to Repair: 5
Point of Impact: 05 Right Rear

Owner:

Inspection Location:

Insurance Company:

[REDACTED]

ALPHA OMEGA AUTO BODY
3056 JERICHO TPKE
EAST NORTHPORT, NY 11731
Repair Facility
(631) 499-1328 Day

NATIONWIDE ENTERPRISE
Nationwide
P.O. Box 2655
Harrisburg, PA 17105
(877) 777-2022 Business

E Northport, NY [REDACTED]
[REDACTED] Day
[REDACTED] Evening

VEHICLE

Year: 2013 Body Style: 4D VAN VIN: 2C4RC1CG8ER [REDACTED] Mileage In: 417
Make: CHRY Engine: 6-3.6L-FI License: [REDACTED] Mileage Out:
Model: TOWN & COUNTRY Production Date: 8/2013 State: NY Vehicle Out:
LIMITED
Color: WHITE Int: BLACK Condition: Excellent Job #:

TRANSMISSION

Automatic Transmission

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package
Power Adjustable Pedals

DECOR

Dual Mirrors
Body Side Moldings

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Keyless Entry

Alarm

Message Center

Steering Wheel Touch Controls

Rear Window Wiper

Telescopic Wheel

Climate Control

Dual Air Condition

Navigation System

Backup Camera

Dual Screen Entertainment

AM Radio

FM Radio

Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

Satellite Radio

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Traction Control

Stability Control

Front Side Impact Air Bags

Head/Curtain Air Bags

Luggage/Roof Rack

SEATS

Bucket Seats

Leather Seats

Heated Seats

Rear Heated Seats

3rd Row Seat

Retractable Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

Signal Integrated Mirrors

TRUCK

OCT 24 2013

ALPHA OMEGA

Estimate of Record

Customer: [REDACTED]

Job Number:

Vehicle: 2013 CHRY TOWN & COUNTRY LIMITED 4D VAN 6-3.6L-FI WHITE

Privacy Glass

Console/Storage

Overhead Console

CONVENIENCE

Dual Power Sliding Doors

Remote Starter

Home Link

RADIO

Hands Free Device

Xenon Headlamps

Blind Spot Detection

ROOF

Power Trunk/Gate Release

Estimate of Record

Customer: [REDACTED]

Job Number:

Vehicle: 2013 CHRY TOWN & COUNTRY LIMITED 4D VAN 6-3.6L-FI WHITE

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		REAR BUMPER					
2		O/H rear bumper		0	0.00	1.5	0.0
3	<>	Repl Bumper cover Town & Country, w/reverse sensor & inse	68125727AA	1	444.00	Incl.	2.8
4		Add for Clear Coat		0	0.00	0.0	1.1
5		Add for reverse sens		0	0.00	0.5	0.0
6	Repl	Reinforcement	5113097AB	1	270.00	0.4	0.0
		NOTE: ABSORBER COMES WITH REINFORCEMENT DAMAGE TO END OF BAR & ABSORBER					
7	Repl	Bracket blind spot sensor code: MLA	68156768AA	1	94.35	0.1	0.0
8		REAR LAMPS					
9	Repl	RT Tail lamp Town & Country	5182530AE	1	279.00	0.3	0.0
10	Repl	RT Tail lamp grommet 2 way	5113360AA	2	6.70	Incl.	0.0
11		SIDE PANEL					
12	*	Rpr RT Side panel		0	0.00	<u>6.0</u>	<u>2.0</u>
13		Overlap Major Non-Adj. Panel		0	0.00	0.0	-0.2
14	*	Add for Clear Coat		0	0.00	0.0	<u>0.5</u>
15	*	Rpr RT Tail lamp pocket		0	0.00	<u>2.0</u>	0.8
16		Overlap Minor Panel		0	0.00	0.0	-0.2
17		Add for Clear Coat		0	0.00	0.0	0.1
18	*	Rpr RT Lower panel		0	0.00	<u>1.0</u>	0.4
19		Overlap Minor Panel		0	0.00	0.0	-0.2
20		Add for Clear Coat		0	0.00	0.0	0.1
21	R&I	RT Side glass Chrysler tinted		0	0.00	0.8	0.0
22	*	R&I RT Glass w/strip		0	0.00	<u>0.2</u>	0.0
23	R&I	RT Qtr pillar trim passenger side		0	0.00	Incl.	0.0
24	Repl	RT Pressure vent	5058643AA	1	12.70	0.1	0.0
25		ELECTRICAL					
26	*	Rpr Wire harness w/blind spot		0	0.00	<u>1.0</u>	0.0
27		MISCELLANEOUS OPERATIONS					
28	*	Repl Cover car/bag		1	<u>5.00</u>	<u>0.0</u>	0.0
29	#	FLEX ADDITIVE		1	8.00 T	0.0	0.0
30	#	CORROSION PROTECTION		1	10.00 T	0.0	0.0
31	#	Subl Hazardous waste removal		1	3.00 T	0.0	0.0
32	#	Tie down & Anchor for Body Pull		1	0.00	1.0	0.0
33	#	Rpr Rough Pull		0	0.00	1.0	0.0
34	#	Repl Seam sealer		1	6.00 T	0.0	0.0
35	#	Color tint		1	0.00	0.5	0.0
36	#	Repl Weld-through primer		1	4.00	0.0	0.0
37	#	Disconnect battery cable		1	0.00	0.1	0.0
38		OTHER CHARGES					
39	#	Paint & Materials		1	52.83		

Estimate of Record

Customer: [REDACTED]

Job Number:

Vehicle: 2013 CHRY TOWN & COUNTRY LIMITED 4D VAN 6-3.6L-FI WHITE

SUBTOTALS

1,195.53

16.5

7.2

NOTES

Estimate Notes:

VEHICLE IS A 2014 AND DOES NOT HAVE DATABASE IN CCC, HAD TO DROP DOWN TO 2013 TO WRITE ESTIMATE.

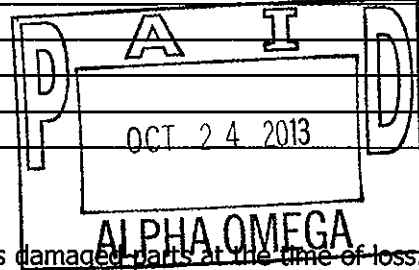
BLIND SPOT DETECTION SYSTEM BEEPING AND SHOWING INDICATOR ON DASH, RT TAIL LAMP BROKEN, BUMPER NOT SECURED. CUSTOMER REQUESTS RENTAL, DOES NOT WANT TO DRIVE IN SUCH A DANGEROUS STATE. VEHICLE NOT SAFELY DRIVABLE WITHOUT BRAKE LIGHTS

Prior Damage Notes:

NONE

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			1,115.75
Body Labor	16.5 hrs @	\$ 50.00 /hr	825.00
Paint Labor	7.2 hrs @	\$ 50.00 /hr	360.00
Paint Supplies	7.2 hrs @	\$ 28.00 /hr	201.60
Miscellaneous			27.00
Other Charges			52.83
Subtotal			2,582.18
Sales Tax	\$ 2,582.18 @	8.6250 %	222.71
Grand Total			2,804.89
Deductible			200.00
CUSTOMER PAY			200.00
INSURANCE PAY			2,604.89



The limit of your coverage is the actual cash value of your auto or its damaged parts at the time of loss. Fair market value, age and condition of your damaged vehicle will be considered when determining the actual cash value of a loss. Certain parts lose value or depreciate because of age, condition, and/or wear and tear. Betterment is the increase in value of a vehicle or any of its parts as a result of replacing certain parts damaged in a loss. If the replacement of certain parts results in an increase in value to your vehicle or any of its parts, a deduction for betterment may be made to your loss payment to reflect the actual cash value you are owed under your policy.

NWCPP=Nationwide Crash Parts Program



US POSTAGE

\$00.94⁰

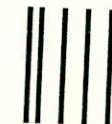
First-Class

Mailed From 11747

04/12/2016

032A 0061823902

East Northport, NY



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, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20001-882

