

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

18-MAY-2016

Repository ☐

Reference No.
10865619

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City OTTUMWA State IA Zip Code [REDACTED]

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
2A8HR64X69R [REDACTED] Make CHRYSLER Model TOWN AND COUNTRY Model Year 2009

Date Purchased 5/14/14 Dealer's Name and Telephone Number SHOTTEK LIRK 800-385-8805 Engine: No: Cylinders 6 Fuel Type: REG.
Original Owner ☐ NO Dealer's City MOUNT PLEASANT State IA Zip Code 52641

Transmission Type AUTO ☒ Antilock Brakes ☒ Cruise Control Powertrain Multiple Failure: AUG 24-14 YES Incident Date(s) 12 29-OCT-2014 BOTTOM OF PAGE

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS Failure Mileage 61833 Failure Speed 25 MPH

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. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE WOULD STALL AS THE TRACTION CONTROL WARNING ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE POWER TRAIN CONTROL MODULE FAILED AND WOULD NEED TO BE REPLACED. THE VEHICLE WAS REPAIRED, HOWEVER THE FAILURE RECURRED. THE CONTACT THEN RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V373000 (AIR BAGS, ELECTRICAL SYSTEM) AND HAD THE REMEDY APPLIED, BUT THE REMEDY FAILED TO REPAIR THE VEHICLE. THE VEHICLE WAS THEN BROUGHT BACK TO THE DEALER FOR DIAGNOSIS; HOWEVER, THE REASON FOR THE FAILURE COULD NOT BE DETERMINED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 61,833.

STILL DYING.

AUG. 27-14
OCT. 4-14
OCT. 29-14

APR. 15-15
OCT. 14-15

NOV-1-15 - APR 1-1916
INGARAGE - IN AT. (AT HOME)

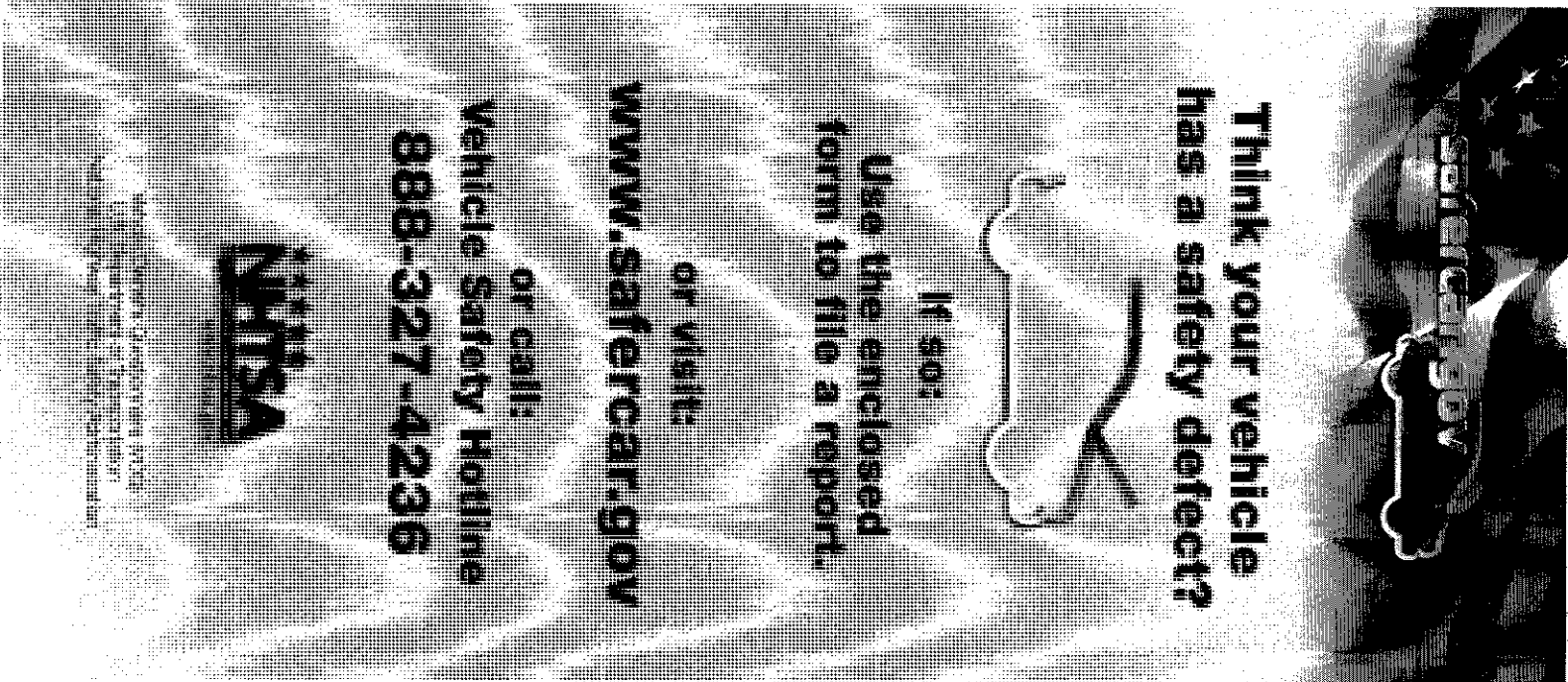
AT HOME

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.

STILL SHUTTING OFF WHILE DRIVING



CUSTOMER #: [REDACTED]

INVOICE



Shottenkirk

2301 E. WASHINGTON
P.O. BOX 858
MT. PLEASANT, IOWA 52641
1-319-385-2261
1-800-385-8805
www.shottenkirk.com

OTTUMWA, IA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 37 NIKI MERTENS

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
WHITE		09	CHRYSLER TOWN & COUN		2A8HR64X69E			60623/60625		T656A
DEL. DATE		PROD. DATE	WARR. EXP.		PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
20JUN09 IS					17:30 27AUG14			VARIABLE	CASH	27AUG14
R.O. OPENED			READY		OPTIONS:		SOLD-STK:	DLR:		

10:55 27AUG14 15:36 27AUG14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A customer states THAT THE TRAC LIGHT CAME ON AND THE VEHICLE DIED WHILE DRIVING IN TRAFFIC. STARTED RIGHT BACK UP AND LIGHT IS OFF NOW

C100 COULD NOT DUPLICATE. UPDATED PCM TO LATEST SOFTWARE

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B PICK UP AT HOME ADDRESS

C100 CHRYSLER/DODGE/JEEP GENERAL MAINTENANCE
27 SIMMIONS, JIM LIC#: 5005

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C SHOTTENKIRK 27 PLUS INSPECTION

27S SHOTTENKIRK 27 PLUS INSPECTION
27 SIMMIONS, JIM LIC#: 5005

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D** AUTOMATIC TRANSMISSION FLUSH (12 QUART SYSTEM)
301-12 AUTOMATIC TRANSMISSION FLUSH (12 QUART SYSTEM)

27 SIMMIONS, JIM LIC#: 5005

1 4796268 K6600 TRANS FLUSH	22.50	22.50	22.50
1 5189966AA 3133 12 QT FLUSH	51.80	51.80	51.80
CC5DOLLAR\$5.00 OFF ANY SERVICE			

PARTS:	74.30	LABOR:	55.65	OTHER:	-5.00	TOTAL LINE D:	124.95

E** MAJOR FUEL SYSTEM SERVICE

0701 MAJOR FUEL SYSTEM SERVICE



TERMS:
CASH, CHECK, OR CREDIT CARD
(Mastercard, Visa, Discover)
No credit allowed without prior approval.



DISCLAIMER OF WARRANTIES
The Seller, SHOTTENKIRK Inc., herein expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

PURCHASER DATE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Your Continued Satisfaction is Our Primary Concern
CUSTOMER COPY

Niki

CUSTOMER #: [REDACTED]

[REDACTED]



INVOICE



2301 E. WASHINGTON
P.O. BOX 658
MT. PLEASANT, IOWA 52641
1-319-385-2261
1-800-385-8805
www.shottenkirk.com

OTTUMWA, IA

PAGE 1

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 37 NIKI MERTENS

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
WHITE		09	CHRYSLER TOWN & COUN		2A8HR64X69R		61640/61643		TGEN
DEL DATE	PROD DATE	WARR EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV DATE	
20JUN09 IS			17:30 04OCT14			VARIABLE	CASH	04OCT14	
R.O. OPENED		READY		OPTIONS		SOLD STK		DLR	

07:09 04OCT14 10:32 04OCT14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A VEHICLE WILL DIE WHILE DRIVING DOWN THE ROAD IN STALL SOP
CAUSE: F

08190601 Module, powertrain control (PCM) - Test
and replace All other engines (2 - Skilled)
27 SIMMONS, JIM LIC#: 5005
WC40

1 R5150253AE MODULE-POWERTRAIN CONTROL
CORE CHARGE W

(N/C)
(N/C)
(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

61643 verify vehicle dies intermittently while driving, retrieve
engine codes, c121c, go through diag for this code, diagnose internal pcm
failure. replace pem and program and road test ok

B SHOTTENKIRK 27 PLUS INSPECTION

27S FOUND BATTERY VERY WEEK REPLACED

27 SIMMONS, JIM LIC#: 5005

CC

1 BB034600AA *BATTERY-STORAGE

0.00 0.00
125.24 89.95 89.95
TOTAL LINE B: 89.95

PARTS: 89.95 LABOR: 0.00 OTHER: 0.00

61643



DID YOU GET YOURS?

Keep informed! Your vehicle needs are
important. If your service advisor does not
review the 27 point inspection with you,
please contact our service director for a \$5
discount towards your next service visit.
Thank you for your business.

CHRYSLER

TERMS:

CASH, CHECK, OR CREDIT CARD

(Mastercard, Visa, Discover)

No credit allowed without prior approval.

DISCLAIMER OF WARRANTIES

The Seller, SHOTTENKIRK Inc., herein expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

PURCHASER

DATE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	89.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	89.95
LESS INSURANCE	0.00
SALES TAX	6.30
PLEASE PAY THIS AMOUNT	96.25



AUTOMOTIVE
SERVICE
EXCELLENCE



Your Continued Satisfaction is Our Primary Concern

CUSTOMER COPY

WILLIAM

CELL:

PAGE 1

SERVICE ADVISOR: 37 NIKI MERTENS

**2301 E. WASHINGTON
P.O. BOX 658
MT. PLEASANT, IOWA 52641
1-319-385-2261
1-800-385-8805
www.shottenkirk.com**

09:47 29OCT14 14:40 29OCT14

A PICK UP AT HOME INSTALL MODULE.. OPEN RO
C100 REPLACE ABS MODULE AND PROGRAM UNIT
27 SIMMONS, JIM LIC#: 5005

B SHOTTENKIRK 27 PLUS INSPECTION
27S SHOTTENKIRK 27 PLUS INSPECTION

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
618337							

DID YOU GET YOURS?

Keep informed! Your vehicle needs are important! If your service advisor does not reveal the 27 point inspection with you, please contact our service manager for a \$5 discount towards your next service visit. Thank you for your business.



CHRYSLER



**AUTOMOTIVE
SERVICE
EXCELLENCE**

TERMS:

CASH, CHECK, OR CREDIT CARD
(Mastercard, Visa, Discover)

No credit allowed without prior approval.



DISCLAIMER OF WARRANTIES

The Seller, SHOTTENKIRK Inc., herein expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

DESCRIPTION	TOTALS
LABOR AMOUNT	94.95
PARTS AMOUNT	304.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	398.95
LESS INSURANCE	0.00
SALES TAX	27.93
PLEASE PAY THIS AMOUNT	426.88

Your Continued Satisfaction is Our Primary Concern Copy

CUSTOMER #: [REDACTED]

INVOICE



1311 VAUGHN DRIVE
OTTUMWA, IOWA 52501
641-682-4574
www.vaughnautomotive.com

OTTUMWA, IA

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 233 MIKAYLA GUTHRIE

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
WHITE		09	CHRYSLER TOWN & COUN		2A8HR64X69R		62032/62032		T5211
DEL DATE	PROD. DATE	WARR. EXP	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
20JUN09	DD21OCT08	20JUN2012	17:00 10APR15				CASH	15APR15	
R.O. OPENED		READY		OPTIONS: ENG:4.0_Liter_SMPI					

08:05 10APR15 11:56 15APR15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES WHEN PULL UP TO A STOP THE TRACTION CONTROL LIGHT COMES ON DASH

CAUSE: .

8541000 DIAGNOSTIC TIME
35 WCR

1 5150253AE MODULE-POWERTRAIN CONTROL

(N/C)
(N/C)

08190601 Module, powertrain control (PCM) - Test
and replace All other engines (2 - Skilled)
35 WCR

(N/C)

08190650 Program generic powertrain control
module with software
35 WCR

(N/C)

62032 0.80 has cod ec121c ,ran test it stated to replaced pcm
,replaced pcm , programmed, road tested

B QUALITY VEHICLE INSPECTION

21 QUALITY VEHICLE INSPECTION

35 CCR

0.00 0.00

62032 insp

C** CUSTOMER STATES VEH DIES WHILE DRIVING ON THE HIGHWAY

M MISC. CONCERNS

35 CCR

0.00 0.00

62032 need to replace pcm and see if takes care of dying problem as well

Thank you for choosing Vaughn
Automotive

WE APPRECIATE YOUR BUSINESS

CHRYSLER

WE WANT YOU COMPLETELY SATISFIED

CHEVROLET

Ford

BUICK

GM



Thank You For Choosing
Vaughn Automotive

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [REDACTED]

INVOICE



1311 VAUGHN DRIVE
OTTUMWA, IOWA 52501
641-682-4574
www.vaughnautomotive.com

OTTUMWA, IA

HOME: [REDACTED]

BUS: [REDACTED]

CONT: [REDACTED]

CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 233 MIKAYLA GUTHRIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	09	CHRYSLER TOWN & COUN	2A8HR64X69R	[REDACTED]	66203/66203	T6486
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
20JUN09	DE21OCT08	20JUN2012	16:30 13OCT15			CASH
R.O. OPENED	READY	OPTIONS:	ENG:4.0_Liter_SMPI			

14:15 13OCT15 08:19 14OCT15

LINE OPCODE TECH TYPE HOURS

B RECALL Recall / CSN 1 R03 Safety Recall R03 Wireless Ignition Node
Module

CAUSE:

08R03182 Replace the WIN module and FOBK's
258 WCR

1 CBXZR03KAA WIN KIT-TRANSMITTERS AND WIN

66203 CAMPAIGN R03 08-R0

Interrogate the original WIN Module and
replace the WIN module and FOBK's
(includes programming new WIN module

(N/C)

(N/C)

C 300C Electrical Concern Customer states Veh died when pulling up to a
stop. After veh died the traction light came on. Would not
start back up right away, did nothing when turned key over. Did
eventually start

300C Electrical Concern Customer states Veh died
when pulling up to a stop. After veh died
the traction light came on. Would not start
back up right away, did nothing when turned
key o

258 IPCH

(N/C)

66203 UNKNOWN 0.30 HOOKED UP WITECH, DID NOT HAVE ANY RELATED
DTC'S. CHECKED TECHCONNECT FOR RELATED STAR CASES OR SERVICE BULLETINS,
NONE FOUND. CHECKED OPERATION OF VEHICLE SENSORS WITH DATASTREAM, ALL
WITHIN SPECIFICATIONS. TEST DROVE VEHICLE, DID NOT STALL. CONCERN MAY
HAVE BEEN REPAIRED IN LINE B ABOVE, NO PROBLEM FOUND AT THIS TIME.

D MISC Multipoint inspection (according to maintenance interval)
MISC Multipoint inspection (according to
maintenance interval)

258 CCR

0.00

0.00



Thank You For Choosing
Vaughn Automotive

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



2301 E WASHINGTON
PO BOX 658
MOUNT PLEASANT, IA 52641

www.shottenkirktruckstop.com
mp@shottenkirk.com

800-385-8805
319-385-2261

RETAIL BUYER'S ORDER

☐ NEW ☒ USED ☐ PROGRAM
☐ CAR ☐ TRUCK ☒ VAN ☐ SPT. UT.

- Please Print -

NAME			
ADDRESS			
CITY	OTTUMWA	STATE	IA
HOME		WORK	
E-MAIL ADDRESS			

STOCK NO.		DATE	05/14/14
SALESPERSON	WILSON, ERIC		
COLOR	WHITE	YEAR	09
MAKE	CHRY	MODEL	TOWN
STYLE		CYL	6
		MILEAGE	59387
VIN	2A8HR64X69R		
TRADE: COLOR		YEAR	
MAKE		MODEL	
STYLE		NO. CYL	
		MILEAGE	
VIN			

OPTIONS	MARKET VALUE	18619.05
CO-BUYER	ALLOWANCE	
	REBATE \$ _____ STATE: IOWA MISSOURI	
	DIFFERENCE	18619.05
	VEHICLE SALES TAX	930.95
	SUBTOTAL	19550.00
	SERVICE CONTRACT _____ MO _____ MILES	N/A
	VEHICLE PROTECTION R U P F	N/A
	OTHER	
	SUB TOTAL AFTER MARKET	
	TAX ON AFTER MARKET	N/A
	LUXURY TAX	
	DOCUMENTARY FEE	199.00
	TITLE/MAILING FEES	28.00
SHOTTENKIRK TO RECEIVE	REGISTRATION FEES	223.00
FACTORY REBATE OF \$ _____	TOTAL CASH COST	20000.00
SALESPERSON ✓ _____	DEPOSIT	
PURCHASER ✓ _____	REBATE \$ _____ STATE _____	
	CASH ON DELIVERY	
☐ TITLE ☐ REGISTRATION	TOTAL CASH PRICE	
STATE PLATES _____ BIRTHDAY USED: _____ CURRENT PLATES USED ☐ YES ☐ NO	TRADE-IN PAYOFF	N/A
PURCHASED CAR FEE _____	TOTAL TO FINANCE	20000.00
TRADE-IN FEE _____		
TOTAL COLLECTED FOR REGISTRATION _____		
PAYOFF TO: _____		
LIEN TO: _____		

An explanation of any and all warranties is covered in items 9 and 10 on the back of this order. No salesman's verbal agreement is binding on the company. The front and back of this Order comprise the entire agreement affecting this purchase, and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. This order shall not constitute a binding agreement on the part of either the Buyer or Seller until full payment for the vehicle has been made, by check or cash, or in the form of a signed financing contract.

I have read the matter printed on the back hereof and agree to it as part of this order the same as if it were printed above my signature. I certify that I am of legal age, or older, and hereby acknowledge receipt of a copy of this order.

PURCHASER(S) APPROVAL ✓

PURCHASER(S) APPROVAL

ACCEPTED FOR SHOTTENKIRK by ✓

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS ORDER.