



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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 552(B)(6)

Repository ☐

21-JUN-2016

AUG 01 2016

Reference No.

10875592

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City FARMINGTON Hills

State MI

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number

same

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

2C4RC1BG2CR [REDACTED]

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

2012

Date Purchased

Dealer's Name and Telephone Number

Suburban chrysler dodge 1-866-988-1676

Engine:

No. Cylinders

Fuel Type:

Regular Gas

Original Owner

☒

Dealer's City

Farmington Hills

State

MI

Zip Code

48335

Transmission Type

Standard

☒

Antilock Brakes

Powertrain

☒

Cruise Control

Multiple Failure:

Incident Date(s)

20-JUN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

64000

Failure Speed

70

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 2012 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING 70 MPH WITH THE CRUISE CONTROL ENGAGED, THE VEHICLE BEGAN TO ACCELERATE INDEPENDENTLY WITHOUT WARNING. THE CONTACT STATED THAT THE VEHICLE ACCELERATED UP TO 90 MPH. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 64,000.

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.

July 17, 2016

USDOT-National Highway Traffic Safety Administration

1200 New Jersey Ave SE

Washington, DC 20590

ODI report/reference number: 10875592

2012 Chrysler Town & Country VIN: 2C4RC1BG2CR [REDACTED]

JUL 27 2016

Dear Sirs,

As requested I made corrections as well as added some information to the questionnaire then placed highlighter to indicate where those areas occur on the form.

Below you will see my account of the event that I have reported to you as well as my attempt to follow up with Chrysler.

EVENT: On Monday afternoon, June 20th I was on the expressway with my cruise control set at 70mph. Because there were a number of cars ahead that would make me want to change speeds (slow down) and change lanes I tried to turn the cruise control off using the steering wheel buttons. I know I pushed firmly on the on/off button as well as the button the slow the car down with **NO** response. My car **DID** respond to slowing down when I used my brake, but I could tell it was working against trying to speed up. When I was in front of all the cars with safe distance ahead, I took my foot off the brake and again tried to turn the cruise off via steering wheel controls....but the car was accelerating and when it hit 90mph, I began to pump the brakes to slow it down. After **SEVERAL** times of pumping the brakes the cruise disengaged and the car slowed down. The remainder of the trip I **DID NOT USE** the cruise and the car handled without any further problems. I arrived home about 7pm that evening, but called the NHSA (1-888-327-42360) as well as Chrysler (1-800-992-1997) the following morning. See synopsis of my dealings with Chrysler below.

Chrysler calls:

****Call #1,** (I called them) Tuesday, June 21st in the morning. The Chrysler representative I spoke with said under no circumstances should I drive the car until they gave me further instruction.

****Call #2.** (I called them) Wednesday, June 22 in the morning, I called since no person called back on the 21st. I was told by 'Paul' still DO NOT drive car and I asked about a loaner while this was being handled and he told me to save my rental documents for reimbursement. I rented a car that day from Enterprise.

****Call #3** (I called them) Wednesday, June 22 about 5:45pm and spoke to someone that told me the 'safety team' had 48 hours to respond so I'd get a call for sure the next day. Again, DO NOT drive car.

****NO calls received as promised on June 23rd.**

****Call #4** (I believe they may have called me for the first time). Spoke with 'Amanda' approximately noon and she said to take the car to the dealer myself. I immediately took the car in without any problems (no cruise control used). The dealership was quick to respond and I got my car shortly before they closed at 6pm. I returned the rental at that dealership.
(Suburban Chrysler and Jeep of Farmington Hills)

****Call #5** (I called them) June 28th after NOT receiving any following up calls from Chrysler and spoke with 'Melissa'. She told me my case manager was Sarah.

****Call #6** (I called them) July 14th, again, after NOT receiving any follow up calls from Chrysler I called and spoke with 'Elizabeth' and she seemed surprised that no person from Chrysler had contacted me yet. She stated she would do what she could to get someone to call me back.

At the time this letter is being written, Sunday, July 17th at noon, I have not had any calls FROM Chrysler that will help me resolve reimbursement for rental or if there is any further concern regarding the safety issue of my cruise control gone rogue.

Please see attached copy of the document indicating dealership's repair.

Please feel free to contact me with any further questions.

[REDACTED]

[REDACTED]

Farmington Hills, MI [REDACTED]

[REDACTED]



SUBURBAN
make the choice

Suburban Chrysler Dodge Jeep Ram
of Farmington Hills
38123 Ten Mile Rd.
Farmington Hills, MI 48335
248-476-7900 248-476-3903 Fax
Facility Reg. # F-133303 Dealer Code #42-66262

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR BRAD SEELOFF	TAG NO. 4875 4940	INVOICE DATE 06/24/16	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 64,235	COLOR STONE WHITE
FARMINGTON HILLS, MI	YEAR / MAKE / MODEL 12/CHRYSLER/TOWN & COUNTRY/WAGON	DELIVERY DATE 11/23/11	DELIVERY MILES 4	
[REDACTED]	VEHICLE I.D. NO. 2 C 4 R C 1 B G 2 C R	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 06/24/16	
[REDACTED]	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY <i>[Signature]</i>	MILEAGE OUT MO: 64245

LABOR & PARTS
J# 1 11CHZ ELECTRICAL TECH(S):4691 105.00

CUSTOMER STATES THE CRUISE CONTROL FUNCTION WOULD NOT SHUT OFF USING BRAKE PEDAL OR ON/OFF BUTTON. VAN ALSO ACCELERATED BEYOND SET SPEED ON ITS OWN. FOUND CODE C0040-2A.FOUND THAT THE BRAKE LIGHT SWITCH WAS STICKING ON THE OFF POSITION EVERY THIRD STOP.COULD NOT DUPLICATE CAR ACCELERATING ON ITS OWN. REPLACED STOP LIGHT SWITCH AND VERIFIED OPERATION OF CRUISE CONTROL.OPERATING AS DESIGNED AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	4671336-AD	SWITCH ST 08058060	29.52
JOB # 1 TOTAL PARTS				29.52

JOB # 1 TOTAL LABOR & PARTS 134.52

J# 2 02CHZA23PTINSP. 23 POINT INSPECTION TECH(S):4691 0.00
PERFORM 23 POINT INSPECTION.
USE THREE PART INSPECTION FORM.
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	MISCELLANEOUS SUPPLIES	
TOTAL - MISC			15.75

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$153.00 (+TAX)

TECHNICIAN CERTIFICATION
4691 COREY RODLER M263493

TOTALS
TOTAL LABOR.... 105.00
TOTAL PARTS.... 29.52
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 15.75
TOTAL MISC DISC 0.00
TOTAL TAX..... 2.72
TOTAL INVOICE \$ 152.99

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

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.

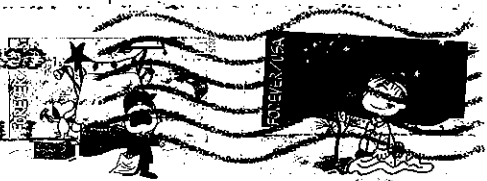
CUSTOMER SIGNATURE

X

PAID

METROPLEX MI 190

18 JUL 2016 PM 11



Farmington Hills, Mi

USDOT - National Hwy Safety Adm.
1200 New Jersey Ave.
Washington, DC
20590

20590-

