

 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		AGENCY USE ONLY 100148	
		Date Received 15-DEC-2016	Repository ☐ Reference No. 10935514		
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
FRANKLIN PARK	IL				
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		Make	Model	Model Year	
2C4RC1BG9F		CHRYSLER	TOWN AND COUNTRY	2015	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
10/2015	LARRY ROESCH CHRYSLER Jeep Dodge 630-834-8000		No: Cylinders 6	REG	
Original Owner	Dealer's City	State	Zip Code		
☒	ELMHURST	IL	60126		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	☒ Cruise Control	AUTO	YES 4 TIMES	17-OCT-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage	Failure Speed
				10000	AT STOP
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 2015 CHRYSLER TOWN AND COUNTRY. WHILE THE VEHICLE WAS IN TRAFFIC, IT SHIFTED INTO NEUTRAL INDEPENDENTLY AND THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER, BUT THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V461000 (POWER TRAIN). THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS APPROXIMATELY 10,000. AT STOP IN TRAFFIC THE ENGINE WILL REV UP TO 4500 TO 5000 RPM'S AND LOSE FORWARD MOTION, I HAVE TO INTO PARK THEN BACK INTO DRIVE WITH A 2000 CLUNK TO GET IT BACK UNDER CONTROL, THEN CHECK "JUST LIKE RECALL #1544" ENGINE LIGHT COMES ON.					
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.					

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint: ----10935514
Date: Wednesday, January 04, 2017 6:45:11 AM
Attachments: [DOC010317-01032017124803.pdf](#)

From: [REDACTED]
Sent: Tuesday, January 03, 2017 2:02 PM
To: EVOQ (NHTSA)
Subject: RE: Follow up to ODI Complaint: ----10935514

Please see attached

[REDACTED]
Customer Service Manager
Body-Solid Inc.

[REDACTED]
Forest Park IL. [REDACTED]
[REDACTED]
[REDACTED]

Body-Solid
Built for Life



From: EVOQ (NHTSA) [<mailto:EVOQ@dot.gov>]
Sent: Tuesday, January 03, 2017 12:28 PM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint: ----10935514

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation