



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

Repository

11-OCT-2017

Reference No.
11032976

APR 18 2018

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BRODNAX State VA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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: 2C4GP44R54R [REDACTED]
Make: CHRYSLER Model: TOWN AND COUNTRY Model Year: 2004
Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:
Original Owner: Dealer's City: State: Zip Code:
Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 16-OCT-2012
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 010000 STEERING, 180000 VEHICLE SPEED CONTROL
Failure Mileage: 134000 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: 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 2004 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING VARIOUS SPEEDS, THE STEERING WHEEL SEIZED AND BECAME DIFFICULT TO MANEUVER LEFT OR RIGHT. THE ABS AND ENGINE WARNING INDICATORS ILLUMINATED. THE CONTACT ALSO STATED THAT THE VEHICLE FAILED TO ACCELERATE WHILE DEPRESSING THE ACCELERATOR PEDAL. IN ADDITION, THE CONTACT STATED THAT THE VEHICLE WOULD OVERHEAT. THE VEHICLE WAS TAKEN TO BOYD CHRYSLER JEEP OF SOUTH HILL (200 W DANVILLE ST, SOUTH HILL, VA 23970), BUT WAS NOT DIAGNOSED OR REPAIRED DUE TO THE DIAGNOSTIC AND REPAIR FEES. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 134,000.

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 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.

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

In the last few ~~months~~ months the van has had problems ~~with it~~

Smoke comes out of the engine and it has holes in the gas tank and by that it doesn't pass the inspection.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

RICHMOND VA 230 152 APR 12 10 21 AM



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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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. 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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