



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 ☐

12-DEC-2017

Reference No.
11054259

FEB 06 2018

OWNER INFORMATION (Type or Print)

Name

Address

City

PORT ST LUCIE

State

FL

Zip Code

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

2A8HR64X08F

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

2008

Date Purchased

5-2-17

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

State

Zip Code

6

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

08-DEC-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 162300 STRUCTURE: BODY: DOOR

Failure Mileage
104000

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 2008 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT A CIRCUIT IN THE FRONT DRIVER'S DOOR FAILED AND CAUSED MELTING AND A BURNING ODOR TO EMIT FROM THE DOOR. THERE WERE NO WARNING INDICATORS ILLUMINATED. ARRIGO DODGE CHRYSLER JEEP RAM AT FT. PIERCE (5851 S US HIGHWAY 1, FORT PIERCE, FL 34982) WAS CONTACTED, BUT AN APPOINTMENT WAS NOT SCHEDULED. THE VEHICLE WAS REPAIRED INDEPENDENTLY. THE MANUFACTURER WAS CONTACTED AND STATED THAT THEY COULD NOT ASSIST. THE FAILURE MILEAGE WAS 104,000.

K14 RECALL - DRIVERSIDE
REAR POWER SLIDING DOOR
WIRING HARNESS.

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)

K14 RECALL - POWER DRIVE SLIDING DOOR WIRING HARNESS
SHORTED OUT. CAUSED REAR WINDOWS AND POWER SLIDING DOORS NOT
TO OPERATE. SPARKS AND BURNING SMELL. CONTACTED CHRYSLER
SEVERAL TIMES. END RESULT - THEIR RECORDS SHOW K-14 RECALL
WAS COMPLETED IN 2010. WOULD NOT REIMBURSE FOR
\$139.99 PART FOR REPAIR. [REDACTED]

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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. 20077-9382



safercar.gov

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



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

LAMBERT

5 RIVER ROAD CLAYTON, NH 03743

603-543-1507 877-216-5801

www.lambertauto.com

Ship To Sold To EBAY OR PAYPAL SALE

Printed: 11/30/2017 15:50

DATE

INVOICE NO.

CUST. NO.

11/30/2017

SOLD BY

PAY TYPE

P.O. NO.

HR

Charge
Counter Sale

9667

NO RETURNS ON SPECIAL ORDER OR ELECTRICAL PARTS
25% RESTOCKING CHARGE ON STOCKED RETURNABLE PARTS.
SHIPPING CHARGES ARE NON REFUNDABLE.

NO REFUNDS AFTER 30 DAYS.
PARTS MUST BE ACCOMPANIED BY THIS INVOICE TO RETURN.
SPECIAL ORDER PARTS MUST BE PREPAID BEFORE ORDERING.

QTY	PART NUMBER	DESCRIPTION	BIN	LIST	NET	AMOUNT
1	68043333AB	WIRING SLIDING	EBAY	209.00	139.99	139.99
Sub Total						139.99
Tax						0.00
PAY THIS AMOUNT						139.99

REPLACED PART
FOR K14 RECALL
CHRYSLER DECLINED TO HELP

Thank You

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with sale of said products.

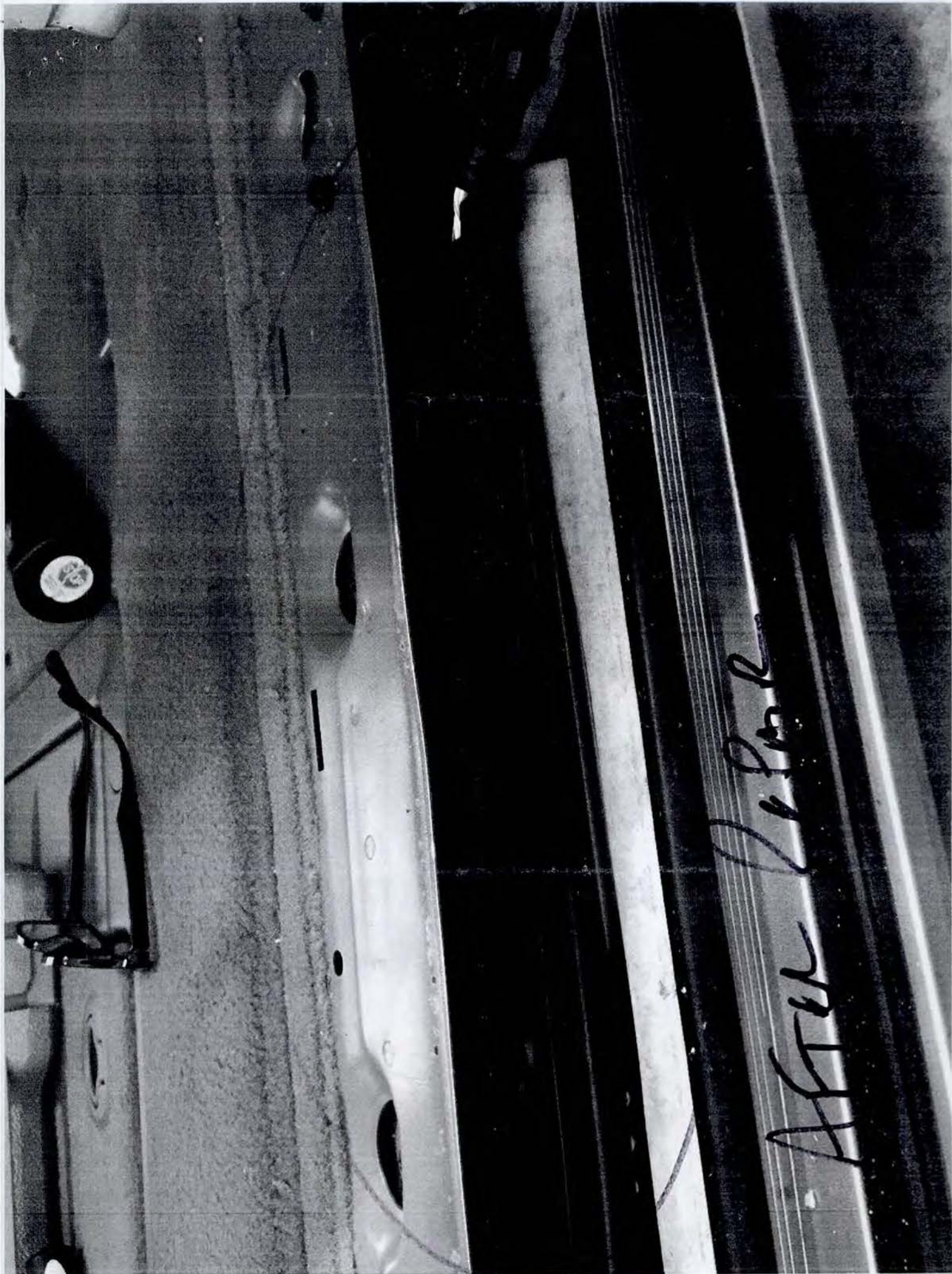
Received by

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CUSTOMER COPY

DAMAGED SIDE DOOR POWER WIRING HARNESS





After Repair