



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

22-MAR-2019
AUG 19 2019

Reference No.
11190664

OWNER INFORMATION (Type or Print)

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

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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: 2C4RC1BG6GR [REDACTED]
Make: CHRYSLER Model: TOWN AND COUNTRY Model Year: 2016
Date Purchased: Feb. 2016 Dealer's Name and Telephone Number: Lindsay Chrysler - 703.688.3931 Engine: No. Cylinders: Fuel Type: GAS
Original Owner: Dealer's City: Manassas State: VA Zip Code: [REDACTED]
Transmission Type: Auto - Antilock Brakes Powertrain: RWD Multiple Failure: Incident Date(s): 14-MAR-2019
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 61000 Failure Speed: [REDACTED]

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 2016 CHRYSLER TOWN AND COUNTRY. WHILE AT A STOP LIGHT, THE VEHICLE WOULD NOT ACCELERATE FORWARD AND THE CHECK ENGINE INDICATOR ILLUMINATED. THE VEHICLE WAS TOWED TO LINDSEY CHRYSLER (8100 CENTREVILLE RD, MANASSAS, VA) WHERE IT WAS DIAGNOSED THAT THE TRANSMISSION AND HYDRAULIC PUMP WERE FAULTY. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 61,000.

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)

While driving to work (pregnant and with my 4 year old), my car kept making aggressive jerks (seemed like while it was shifting gears). I was driving back roads with no shoulder, so when I finally found somewhere safe to stop, while coming to a stop into traffic where I was trying to pull over, my car started going backwards. Luckily, I was able to make it to a parking lot until my husband was able to pick me up and my daughter up. I may not have made it to work that day, it could have killed my family when it was marketed toward said family. Not my fault. Typical issues with transmissions. Was told by Chrysler was internal transmission failure. Not under recall though.

ATTACH ADDITIONAL SHEETS IF NECESSARY

NOV 20 24 JUL 2019

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

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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



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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