

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p align="center">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</p>		<p align="right">FOR AGENCY USE ONLY 100148</p>	
<p>NAME [REDACTED]</p>		<p>Date Received 29-JUL-2019</p>		<p>Repository <input type="checkbox"/></p>	
<p>Address [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>Reference No. 11240357</p>	
<p>City MUNDELEIN</p>		<p>State IL</p>		<p>Evening Telephone Number [REDACTED]</p>	
<p>Zip Code [REDACTED]</p>		<p><i>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).</i></p>			
VEHICLE INFORMATION					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C4RC1BG1GR [REDACTED]</p>		<p>Make CHRYSLER</p>	<p>Model TOWN AND COUNTRY</p>	<p>Model Year 2016</p>	
<p>Date Purchased 4-9-2016</p>	<p>Dealer's Name and Telephone Number Liberty Auto City</p>		<p>Engine: No: Cylinders 6</p>	<p>Fuel Type: Unleaded</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City Libertyville</p>	<p>State IL</p>	<p>Zip Code 60060</p>		
<p>Transmission Type Automatic 6 Speed</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p>	<p>Powertrain 2601BFT 3.6L V6 283HP</p>	<p>Multiple Failure: Transmission & Starter</p>	<p>Incident Date(s) 19-JUN-2019</p>	
<p>Front wheel drive. FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 100000 POWER TRAIN</p>				<p>Failure Mileage 63000</p>	<p>Failure Speed 25 mph</p>
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
APPLICABLE INCIDENT INFORMATION					
<p align="center"><i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2016 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING, THE ENGINE REVVED AND STALLED. THE CONTACT CALLED LIBERTY AUTO CITY (1000 E PARK AVE, LIBERTYVILLE, IL 60048, (847) 362-3800) AND WAS INFORMED THAT THE VEHICLE WAS OUT OF WARRANTY AND THERE WERE NO RECALLS. THE MANUFACTURER WAS EMAILED AND OFFERED THE CONTACT A PARTIAL REIMBURSEMENT; HOWEVER, THE CONTACT STILL HAD TO PAY \$2,500 IN LABOR COSTS. THE MANUFACTURER MADE THE CONTACT RETRIEVE MAINTENANCE RECORDS. THE MANUFACTURER OFFERED A LITTLE MORE COST ASSISTANCE; HOWEVER, THE CONTACT REFUSED TO PAY THE FEES SINCE HE THOUGHT THEY KNEW ABOUT THE DEFECTIVE TRANSMISSION BEFORE HE PURCHASED THE VEHICLE. THE CONTACT RESEARCHED AND FOUND THAT THE MANUFACTURER LOWERED THE WARRANTY FROM 100,000 MILES TO 60,000 MILES IN 2016. THE MANUFACTURER GAVE THE CONTACT AN ULTIMATUM OF TAKING THE OFFER BY JULY 31, 2019 OR THE OFFER WOULD BE CANCELLED. THE FAILURE MILEAGE WAS 63,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p align="right">ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p><small>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.</small></p>					