



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: 07-NOV-2019
Repository:
Reference No.: 11278715
MAR 03 2020

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CHESANING State: MI 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: 2C4RC1BG8GR [REDACTED]
Make: CHRYSLER Model: TOWN AND COUNTRY Model Year: 2016
Date Purchased: December 2016 Dealer's Name and Telephone Number: Shaheen - 517-325-9224 Engine: 3.6L V6 Fuel Type: Gas
No: Cylinders: 6
Original Owner: Dealer's City: Lansing State: MI Zip Code: 48911
Transmission Type: [REDACTED] Antilock Brakes Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 04-NOV-2019
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 102750 Failure Speed: 40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 THE CONTACT'S HUSBAND WAS DRIVING 40 MPH, THE TRANSMISSION SEIZED AND THE VEHICLE SHUT OFF WITHOUT WARNING. THE CONTACT'S HUSBAND WAS ABLE TO COAST THE VEHICLE TO YOUNG BUICK GMC (2010 E MAIN ST, OWOSSO, MI 48867, (888) 399-4101), BUT IT COULD NOT BE SERVICED BECAUSE IT WAS NOT A GM VEHICLE. THE VEHICLE WAS THEN TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED WITH TRANSMISSION FAILURE. THE CONTACT WAS QUOTED A REPAIR ESTIMATE OF \$4,000. THE CONTACT ASSOCIATED THE FAILURE WITH NHTSA CAMPAIGN NUMBER: 16V461000 (POWER TRAIN). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT HER VEHICLE WAS NOT INCLUDED IN THE RECALL. THE CONTACT CALLED SLINGERLAND CHRYSLER DODGE INC (3640 E M 21, CORUNNA, MI 48817, 989 743-6331) WHERE SHE WAS GIVEN ANOTHER ROUGH ESTIMATE OF \$5,000 FOR THE REPAIR. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 102,750.

See letter with updates (attached)

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)

See attached Letter

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

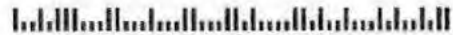
BUSINESS REPLY MAIL

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**



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

1/16/2020

To whom it may concern,

My name is [REDACTED] and I am writing to respectfully request that you review my concerns elaborated on in this letter.

My husband and I purchased a Chrysler Town and County mini-van in December of 2016. The year of the vehicle purchased is a 2016. The VIN is 2C4RC1BG8GR [REDACTED]

We have always maintained the vehicle. We never missed an oil change/inspection and have had the oil changes done consistently at the same location (Youngs Car Dealership of Owosso, MI). There was only one done at a different location due to travel. The oil change/inspections were done at the attached dates and miles. This is to show you proof that we have monitored and maintained the vehicle. I can provide proof from the dealership upon request.

On 11/4/19 at 102,750 miles, while my husband was driving on a busy road (M21 in Owosso, MI), the van lost the ability to accelerate while traveling approximately 40 mph. My young son [REDACTED] years old) was in the vehicle with him. After the vehicle stopped in the middle of the busy road, he was able to inch it very slowly to a dealership who stated there was a problem with the transmission. Luckily he was not hit when the vehicle failed. We had it towed to a local mechanic we know, who also diagnosed it with a transmission problem (the transmission pump seized, causing loss of hydraulic pressure). We then later had it towed to Slingerland car dealership of Owosso, MI. They diagnosed the same issue.

We were told the repair would cost approximately \$4,075. As we called around to see if we could get a better price, we were told by many dealerships and mechanics that there was a recall for vans on the transmission (but that it did not apply to our van vin # for some reason). We were told that transmission issues are common in 2016 town and country Chrysler vans. We researched and found recall S44 (also referred to as 16V461000) that began August 18th, 2016. The manufacture dates for vans in this recall are July 31, 2015 to April 18, 2016. The manufacture date for our van is 12/05/15, which falls within these dates.

Although our van had the same issue as the recall, and falls within the same dates of the recall, no one has been able to describe why our vehicle was not included in the recall.

I also found through my research that Chrysler has a Goodwill assistance program. I called for the first time on 11/5/19 to try to better understand the system and if it could assist us. When I first began to call each day, the vehicle had not yet been towed to the Chrysler dealership (Slingerland). I called every day and each day was told someone would call me back the next day. They never did until I had the vehicle towed to the dealership (no one informed me that was necessary for them to call and answer my questions, they each told me I would get a call the next day). I spoke to numerous people, many of which who were rude. One person even hung up on me. The names of individuals I spoke with who did not give me complete information included Marta (11/6), Maria (11/6, she hung up on me), Danielle, Jennifer (11/6), Tanisha, Tammy (11/11) and Micalena (11/11). These are just a few of the names and dates. I called every day,

ODI #11278715

Goodwill Assistance Case [REDACTED]

2-3 times a day until I was finally referred to a manager named Luke. During this time, I was unable to pay to have the car repaired so we were without a vehicle.

Initially, Luke stated he was going to be unable to assist me in helping with any costs. After much deliberation, he agreed to get me assistance with some of the costs. He provided me with a check that I received on 11/21/19 in the amount of \$659.28. After proof the repair was done he sent an additional \$800 that I received on 12/3/19. My goodwill assistance case number was [REDACTED]

The vehicle was repaired and paid for on 11/21/19 in the amount of \$4,075.09. The total amount that Luke was able to supply to me was \$1,459.29. This means that I still paid \$2,616.81 out of my own pocket. While I appreciate the assistance, this amount of money is still a substantial amount for a repair that I believe should have been part of a recall.

Due to the safety issue with this transmission, I filed a complaint with NHTSA on 11/7/19. My ODI # is 11278715. I received my first follow up with NHTSA via letter on 1/13/19. This letter that I have drafted is being sent in response to that. I also sent a letter on 12/30/19 with this same detail to the email address of vsh@dot.gov.

I respectfully ask that both Chrysler and NHTSA review this case and ultimately make the decision to refund me the remaining \$2,616.81. I believe strongly that the recall can, and should be, extended to all Town and Country vans made during the recall dates.

You can contact me at the following:

[REDACTED]

[REDACTED]

Chesaning, MI [REDACTED]

Cell [REDACTED]

Email: [REDACTED]

[REDACTED]

ODI #11278715

Goodwill Assistance Case [REDACTED]

Dates and Miles of Oil Changes and Inspections

Date of Transmission Failure 11/4/19 at 102,750 miles.

10/21/19 at 101,670 miles

06/20/19 at 94,237 miles

03/15/19 at 86,218 miles

11/16/19 at 77,205 miles

08/01/18 at 68,331 miles

04/13/18 at 60,497 miles

Estimated January 5th 2018 at approximately 53,000 miles (while traveling)

10/23/17 at 47,831 miles

09/08/17 at 42,500 miles

07/21/17 at 39,224 miles

03/24/17 at 32,097 miles

ODI #11278715

Goodwill Assistance Case



**SLINGERLAND CHRYSLER
DODGE INC**

3640 E M21
CORUNNA, MI 48817
9897436331

Transaction 001539

Total \$4,075.09
CREDIT CARD SALE \$4,075.09
VISA [REDACTED]



I agree to pay the above amount
per the cardholder and/or
merchant agreement

20-Nov-2019 5:15:00P
\$4,075.09 | Method: EMV
VISA CREDIT XXXXXXXXXXXX [REDACTED]
SHANA ESPINOZA
Ref #: [REDACTED]
Auth #: 05024C
MID: ***** [REDACTED]
AID: A0000000031010
AthNtwkNm: VISA
Merchant Copy

Slingerland Chrysler Dodge Inc

3640 E M-21

Corunna, MI 48817

(989) 743-6331

RO	VIN	2 C 4 R C 1 B G 8 G R		DATE IN	11/08/2019
YEAR	MAKE	MODEL	COLOR	TIME IN	07:08
2016	CHRYSLER	TOWN & COU	CHEANING MI	CLOSED	11/20/2019 16:3
MILES IN	MILES OUT	FIRST USE	DELIVERED	LIC	
102750	102750	00/00/00	00/00/00		
SEX	RES	BUS	CEL	WRITER	JAMES174
		() -	() -		

(1) AUTOMATIC TRANSMISSION CONCERN

NOT PULLING

FAULT CODES P0944, P0733, P0734, P0868, P0735

P0731, P0846 ALL INTERNAL TRANSMISSION CODE

REPLACE TRANSMISSION, TRANSMISSION COOLER

CLEAR CODES, TEST DRIVE-GOOD

Labor	[31]	80	784.00
R8090720AH (TRANS)		1	2660.00
68026608AA (ATF-4)		6	33.60
4677782AC (CONDENSER)		1	330.00
5005204AG (HOSE)		1	61.70
68064369AB (COVER)		1	9.50
Total Labor			784.00
Total Parts			3094.80
Total Repair (Customer)			3878.80

(31-7928 DAVID-M176062) A

	.00	.00	Labor	784.00
	.00	.00	Parts	3094.80
	.00	.00	Sublet/Fees	.00
	.00	.00	Warr Deduct	.00
	.00	.00	Waste Disposal	10.00
	.00	.00	Oil/Grease	.00
	.00	.00	Less Disc.	.00
	.00	.00	Total	3888.80
	.00	.00	Tax	186.29
	.00	.00	Tax2	.00
	.00	.00	Tire Tax	.00
	.00	.00	TOTAL (DUE)	4075.09