

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 05-DEC-2019 MAR 03 2020	Repository ☐ Reference No. 11287197
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
PENTWATER		MI			
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 2C4RC1CG2ER		Make CHRYSLER	Model TOWN AND COUNTRY	Model Year 2014	
Date Purchased 9-6-14	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner ☒	Dealer's City	State	Zip Code		
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-JAN-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 273000 LANE DEPARTURE; BLIND SPOT DETECTION, 110000 ELECTRICAL SYSTEM			Failure Mileage 100000	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 2014 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE BLIND SPOT MONITORING SYSTEM FAILED TO ALERT WHEN A VEHICLE WAS AT THE LEFT OR RIGHT OF HIS VEHICLE. THE CONTACT ALSO STATED THAT THE REVERSE SYSTEM DID NOT ALERT WHEN A VEHICLE WAS APPROACHING ON THE LEFT OR RIGHT. THE CONTACT ALSO STATED THAT THE DIAMOND SQUARE ICON ON THE EXTERIOR MIRRORS ASSOCIATED WITH THE BLIND SPOT MONITORING SYSTEM FAILED TO ILLUMINATE AND MAKE A WARNING SOUND. THE VEHICLE WAS TAKEN TO WATSON LUDINGTON CHRYSLER (3632 WEST US HIGHWAY 10, LUDINGTON, MICHIGAN 49431, (231)-845-3900), BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS CONTACTED AND PROVIDED CASE NUMBER: [REDACTED] THE APPROXIMATE FAILURE MILEAGE WAS 100,000. <i>The warning sound comes in to play when backing the vehicle when there is an approaching vehicle perpendicular to your path. That does not work either. No reply from the mfg. (2)</i>					
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.					

May 7, 2019

Resent Aug. 5

[REDACTED]
Pentwater, MI [REDACTED]
[REDACTED]

Customer ~~Service~~ Care

Chrysler Group LLC FCA LLC

P O Box 21-800X4

Auburn Hills, MI 48321-800X4

F/U 10-3

Re: Blind Spot Monitoring System

Case No. [REDACTED]

VIN No. 2C4RC1CG2ER [REDACTED]

Gentlemen:

This follows my conversation with Daniel on May 3.

The vehicle described in the attached Certificate of Title has been the best performing vehicle I have ever owned over the past 50 years. However, I am disappointed with the failure of the blind spot monitoring system which began in January of this year.

According to the service manager at Watson Chrysler in Ludington, Michigan, this failure has occurred in models 2010 through 2015-2016 and not confined to the Town and Country model.

Again, according to the Ludington service manager, since the model change to the Pacifica there have not been any failures to the monitoring system. I would like to know why there has not been a recall on this system. Saying there has not been a specified number of complaints to generate a recall should not be a requirement for a safety feature. This is not a wear and tear item; and why can it not be handled on an individual basis?

The vehicle is out of warranty and if I have to pay the approximate costly sum of \$1,400 to have the system replaced, this will certainly play a role in the decision I make on purchasing a new vehicle within the next year.

I would appreciate a reply on your position on this safety item.

Very truly yours,

[REDACTED]

Enc.

NHTSA No. 11287197