

U.S. Department of Transportation National Highway Traffic Safety Administration		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	
OWNER INFORMATION (Type or Print)		Date Received MAR 24 2021 28-DEC-2020 MAR 24 2021		Repository <input type="checkbox"/> Reference No. 11385281	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City ST. AUGUSTINE	State FL	Zip Code [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 2C4RC1BG9G [REDACTED]		Make CHRYSLER	Model TOWN AND COUNTRY	Model Year 2016	
Date Purchased 02/2017	Dealer's Name and Telephone Number ENTERPRISE AUTO SALES		Engine: No: Cylinders 6	Fuel Type: GAS	
Original Owner <input checked="" type="checkbox"/>	Dealer's City AUSTIN	State TX	Zip Code 78745		
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 3.6L	Multiple Failure: TRANSMISSION & ENGINE	Incident Date(s) 13-DEC-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage 147000	Failure Speed 65	
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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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. THE CONTACT STATED THAT UPON PLACING THE TRANSMISSION INTO REVERSE, THE VEHICLE WOULD NOT REVERSE AS NEEDED AND THAT AN UNKNOWN FLUID BEGAN TO LEAK FROM THE VEHICLE. DUE TO THE FAILURE, THE CONTACT HAD THE VEHICLE TOWED TO AN INDEPENDENT MECHANIC WHERE HE WAS INFORMED THE VEHICLE NEEDED A NEW TRANSMISSION. THE MECHANIC REPLACED THE TRANSMISSION WITH A NEW TRANSMISSION FROM AN UNNAMED LOCAL CHRYSLER DEALER. UPON RETURN OF THE VEHICLE, THE CONTACT STATED THAT WHILE DRIVING AT 65 MPH, THE VEHICLE INDEPENDENTLY DOWNSHIFTED WHICH CAUSED THE VEHICLE TO ABRUPTLY JERK FORWARD WITHOUT WARNING. THE CONTACT IMMEDIATELY PULLED TO THE SIDE OF THE ROAD AND BEGAN TO HEAR AN ENGINE KNOCK UPON RESTARTING THE VEHICLE. THE CONTACT COASTED THE VEHICLE INTO A SERVICE PLAZA WHERE HE HAD THE VEHICLE TOWED TO JOEY ACCARDI CHRYSLER, DODGE, JEEP, RAM (909 S FEDERAL HWY, POMPANO BEACH, FL 33062). ONCE THERE, THE CONTACT WAS INFORMED THAT THE TRANSMISSION WAS UNDER WARRANTY BUT NOT THE LABOR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND STATED THAT THE REPAIR COST WOULD BE COVERED HOWEVER, THE DEALER REFUSED TO REPAIR THE VEHICLE. THE VEHICLE REMAINED IN THE POSSESSION OF THE DEALER UNREPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 147,000. - I have ordered new engine & will have to pay \$7,268.47. ENGINE					
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)

The ENGINE WAS DAMAGED when the TRANSMISSION suddenly downshifted while DRIVING ON FL TOLL ROAD. The Sudden Excessively High RPM'S CAUSE COLLATORAL DAMAGE to my ENGINE. Chrysler Admits the BRAND NEW TRANSMISSION WAS DEFECTIVE & PAID to Repair the TRANSMISSION. Chrysler will NOT pay for the DAMAGE to my engine. The mechanic believes my engine SUSTAINED DAMAGE to the VALVES BUT it has NOT been ACTUALLY inspected to confirm the SUSPICION.

ATTACH ADDITIONAL SHEETS IF NECESSARY

JACKSONVILLE FL 320

19 FEB 2021 PM 1 L



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

