

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: 29-MAR-2021 MAY 12 2021	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: LANCASTER State: VA Zip Code: [REDACTED]				Repository ☐ Reference No. 11405354	
				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: 2C4RC1BG8ER[REDACTED]			Make: CHRYSLER		Model Year: 2014
Date Purchased: 4-17-2017		Dealer's Name and Telephone Number: PRIVATE PARTY		Engine: No. Cylinders: V6	
Original Owner: ☐		Dealer's City:		Fuel Type: GAS	
Transmission Type: ☐ Antilock Brakes ☐ Cruise Control		Powertrain: 3.6 LITER, V6 ENGINE		Incident Date(s): 14-FEB-2021	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE (PWS)				Failure Mileage: 128000 127,000	
Failure Speed: 45					
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 WHILE DRIVING APPROXIMATELY 45 MPH, THE VEHICLE STARTED SHAKING ABNORMALLY, AND LOSS MOTIVE POWER. THE CHECK ENGINE WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THE CONTACT WAS INFORMED THAT THE NUMBER TWO CYLINDER HAD A MISFIRE AND THAT THE CYLINDER HEAD REPLACEMENT WAS NEEDED. THE CONTACT CALLED QUINN MOTORS (6747 GEORGE WASHINGTON MEMORIAL HWY, GLOUCESTER, VA 23061, (804) 693-2408) HOWEVER, THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 128,000.					
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.					

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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I WAS DRIVING ON A LOCAL HIGHWAY AT 45 to 50 MPH, WHEN THE ENGINE STARTED SHAKING VIOLENTLY, THEN IT STALLED, MAKING THE STEERING VERY DIFFICULT, AND ALMOST NO BRAKING TOO! THE CHECK ENGINE LIGHT CAME ON AT THAT TIME, AND HAS REMAINED ON SINCE THEN. THE CAR (VAN, MINI) IS DANGEROUS TO DRIVE NOW, AND STALLS OUT WHEN DRIVING AT LEAST 2 OR 3 TIMES EVERY TIME I DRIVE IT.

ALL CHRYSLER (FCA) DEALERS ARE FAMILIAR WITH THIS PROBLEM, WHICH REQUIRES A NEW, REDESIGNED LEFT (FRONT) CYLINDER HEAD TO REPLACE THE OLD, ATTACH ADDITIONAL SHEETS IF NECESSARY ORIGINAL, DEFECTIVE HEAD. HELP!

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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Washington, D.C. 20077-9382



safercar.gov

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

4-26-2021

LANCASTER, VA. [REDACTED]

DEAR MY TSA,

THIS ENGINE CONDITION, THE 3.6L LEFT (CYLINDERS 2, 4, 6) CYLINDER HEAD IS TOTALLY RECOGNIZED BY FCA, AND THEY ARE GIVING AN EXTENDED, 10 YEAR WARRANTY, 150,000 MILES, ON 2011, 2012, 2013, 3.6L ENGINES, BUT ARE NOT ADMITTING, CORPORATELY, THAT THE PROBLEM HEADS ARE ALSO IN EARLY 2014 VEHICLES. MY TOWN+COUNTRY MINIVAN WAS BUILT IN 2/2014.

THE EXHAUST VALVE IN #2 CYLINDER IS LEAKING, AS DETERMINED BY AN ASE CERTIFIED MECHANIC! SAME ISSUE AS RECOGNIZED BY FCA IN THEIR 2011, 2012 AND 2013 VEHICLES!

MY WIFE AND KIDS ARE AFRAID TO DRIVE THIS CAR NOW, BECAUSE IT SOMETIMES STALLS UNEXPECTEDLY! THE DEALERS WANT \$2,000. to \$4,000. to REPLACE THE DEFECTIVE CYLINDER HEAD!

HELP ME, PLEASE.

YOURS TRULY

CALL ANY TIME: [REDACTED]
[REDACTED]