

INFORMATION REDACTED PURSUANT TO THE FREEDOM

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint -----11471424 -----
Date: Thursday, December 8, 2022 1:16:41 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

WHERE CAN I MAIL MY RESPONSE TO? i AM ENCLOSING MY REPAIR RECEIPTS
THANKS,
[REDACTED]

On Tuesday, November 8, 2022 at 08:05:34 AM CST, EVOQ (NHTSA) <evoq@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational 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

28-JUN-2022

Repository ☐Reference No.
11471424**OWNER INFORMATION (Type or Print)**

Name

Address

City

Muscatine

State

IA

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2A8HR54PX8FMAKE
CHRYSLERModel
TOWN AND COUNTRYModel Year
2008

Date Purchased

Dealer's Name and Telephone Number
Ginn Chrysler Jeep Dodge Ram 4704440878Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City Covington

STATE
GAZIP Code
30016

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
01-APR-2022**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS, 030000 BRAKES (PWS)

Failure Mileage

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: DOTMAL 9ABC036)

☐ Original Requirement
☐ 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), 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), 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).

The contact owns a 2008 Chrysler Town and Country. The contact stated that he had received notification of NHTSA Campaign Number: 20V396000 (Air Bags). The contact took the vehicle to a dealer where they were able to replace the air bag but not the emblem. The contact then moved to Iowa where he had the emblem replaced at Kriegers Chrysler Jeep Dodge Ram (3205 US-61, Muscatine, IA 52761) under the same recall. After the emblem was replaced, the air bag warning light would intermittently appear on the instrument panel. The contact also stated that while driving at various speeds, the brakes would engage independently with the ABS and traction control warning light illuminated. The vehicle was taken to an independent mechanic who informed him that the cause of the failure was a result of a faulty air bag replacement. The dealer was notified of the failure and the contact was given an appointment for a diagnostic test. The manufacturer was not notified of the failure. The vehicle was not repaired. The failure mileage was unknown.

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.