

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: [EXTERNAL] Fwd: FW: Follow up to ODI Complaint -----11525410-----
Date: Thursday, June 29, 2023 3:21:21 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, June 29, 2023 11:45 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: [EXTERNAL] Fwd: FW: Follow up to ODI Complaint -----11525410-----

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.

From: [REDACTED]
Sent: Thursday, June 29, 2023 10:12 AM
To: [REDACTED]
Subject: [EXTERNAL] Fwd: FW: Follow up to ODI Complaint -----11525410-----

CAUTION: This message originated outside of the Westminster College email system. Do not click links, open attachments, reply or provide information to the sender unless you know the content is safe. Contact the Westminster College helpdesk at x5169 or help@wcmo.edu with questions.

----- Forwarded message -----
From: **EVOQ (NHTSA)** <EVOQ@dot.gov>
Date: Thu, Jun 29, 2023, 7:24 AM
Subject: FW: Follow up to ODI Complaint -----11525410-----
To: [REDACTED]

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

PLEASE NOTE: Due to the non-secure nature of e-mail, the confidentiality of such communications cannot be ensured. Please use discretion when sending information that is

sensitive in nature.



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

05-JUN-2023

Repository Reference No.
11525410

OWNER INFORMATION (Type or Print)

Name XXXXXXXXXX			Daytime Telephone Number XXXXXXXXXX		E-mail Address XXXXXXXXXX	
Address XXXXXXXXXX						
City Holts Summit		State MO	ZIP Code XXXXXX		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 INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C4RC1BG4D XXXXXX		MAKE CHRYSLER	Model TOWN AND COUNTRY	Model Year 2013
Date Purchased 05/2018	Dealer's Name and Telephone Number California CDJR - 573-400-0654		Engine: 3.6 No: Cylinders 6	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City XXXXXX California	STATE <input checked="" type="checkbox"/> MO	ZIP Code	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Multiple Failure:	Incident Date(s) 05-JUN-2022 (and almost every day since)

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM	Failure Mileage 175000.0	Failure Speed 60
--	-----------------------------	---------------------

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)	<input type="checkbox"/> Original Requirement <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), 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	Number of Deaths	Reported to Police N
--	---	---------------------------	------------------	-------------------------

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

Please describe (1) 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 2013 Chrysler Town and Country. The contact stated while driving 60 MPH, the vehicle lost motive power and stalled without any warning. The contact stated that the instrument panel was not illuminated. The contact shifted into neutral and was able to restart the vehicle. The vehicle was taken to the dealer however, no cause for the failure was found. The contact stated that the failure persisted. The vehicle was taken to another dealer and the contact was informed that the WIN module and the control internal grade power module needed to be replaced. The vehicle was not repaired. The manufacturer was not contacted. The failure mileage was 175,000.

When contact hits a bump/pothole or touches the key, vehicle stalls. At low or high rates of speed the failure occurs. Contact called manufacturer after this complaint was made to file a complaint with Chrysler as well. Issue seems to be worse on hot weather days. Vehicle will stall multiple times in a 20 miles commute from work to home, has stalled more than 20 times in that commute.

It is becoming very UNSAFE, as vehicle will stall and power steering will fail while the contact is turning, making it very difficult to make the turn. On several occasions, contact has had to pull over to make multiple attempts before the car will restart.

Vehicle came with 4 keys, failure occurs with all keys, changed batteries in FOB and no change and no key chains or other keys hanging from FOB. Current mileage 199,000.

Previous model series of the Town and Country were recalled for this same issue.

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.