



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

Repository ☐

04-SEP-2007

2007 SEP 18 PM 12:13

Reference No.

10201814

OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					
City	MONROEVILLE	State	PA	Zip Code	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 9 / 9 / 2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C3JA53G55		Make CHRYSLER	Model 300	Model Year 2005
Date Purchased 20-OCT-04	Dealer's Name and Telephone Number MONROEVILLE CHRYSLER JEEP 412-856-1422		Engine: No: Cylinders <u>6</u>	Fuel Type: Gas
Original Owner ☒	Dealer's City MONROEVILLE	State PA	Zip Code 15146	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Vehicle Component Code 060000 ENGINE AND ENGINE COOLING	
Multiple Failure:				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 21-AUG-2007	Failure Mileage	Failure Speed	
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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: DOTM9ABC036)	☐ 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
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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).

ENGINE LIGHT COMES ON AND VEHICLE HESITATES. TOLD BY EXTENDED WARRANTY COMPANY THAT THERE IS A DESIGN FLAW WITH MY 2005 CHRYSLER 300. DEALERSHIP SAYS THERE IS A CARBON BUILD UP ON THE VALVES AND COMBUSTION CHAMBER THAT CAUSES THE VALVES TO STICK CREATING A MISFIRE.

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.

[REDACTED]
Monroeville, Pa [REDACTED]
[REDACTED]

Reference [REDACTED]

My safety concern was the hesitation that occurred when I was merging onto streets and highways. When I pressed on the gas pedal the car would pull out like normal and then dramatically slow down which was dangerous and scary in heavy traffic.

I've attached a copy of the letter that I filed with the State Attorney Generals office as well as a copy of the invoice from Monroeville Chrysler Jeep.

- 10/20/04 I purchased a 2005 Chrysler 300 for [REDACTED] from Superior Automotive Group, Uniontown, Pa [REDACTED]

I also purchased an Easy Care Gold Total Care Vehicle Service Contract for [REDACTED] {extended warranty 48 months/100,000 miles}

Contract [REDACTED]

The car was a "Fleet Vehicle" with 16,624 miles at time of purchase.

VIN #2C3JA53G55 [REDACTED]

- 8/21/07 the engine light came on and the car was hesitating.

I took the vehicle to Monroeville Chrysler Jeep

3721 William Penn Highway, Monroeville, Pa [REDACTED]

[REDACTED] Service advisor Ron Harnish

- 8/22/07 Ron Harnish called and informed me that the work required to correct the problem would cost [REDACTED] plus tax. Ron explained that there was a "carbon build up on the valves and combustion chamber that causes the valves to stick creating the misfire. To correct this they would need to replace the MAP sensor, rotate the valves and clean the combustion chamber." I informed Ron that I had an extended warranty and before any work could be done he would need to get authorization from Easy Care.

- 8/23/07 Ron called and told me he had contacted Easy Care and was told the work would not be authorized. I questioned why and he said I would need to talk with them.

I called Easy Care at 1-800-538-4181 and spoke with Yvonne. Yvonne told me the repair was not covered because the problem was a result of a design flaw. She assured me that Chrysler was aware that the way the part was designed was a problem. She suggested I get back with Chrysler and give them the tech service bulletin number 0-010-06 that Chrysler issued to address this particular problem. Yvonne also provided me with the Chrysler Customer Assistance Center Phone Number, 1-800-992-1997.

I immediately called and spoke with Sara. At length I explained my situation and she told me there was absolutely nothing that she could do to assist and said that I had to contact the dealership for resolution.

I called Ron Harnish at the dealership and he said my vehicle was out of warranty and definitely not covered by Chrysler. I explained about the design flaw and the tech service bulletin and asked him if there was a design flaw. He said he did not know how to answer that.

I then asked Ron if he would please check his computer records because twice before while the car was under warranty I had taken the car in because the check engine light had been flashing. Both times the light went off when I got to the dealership and I was told they could not diagnose the problem if it wasn't occurring while they had the vehicle. Ron told me there is no record of these prior two requests.

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).