



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

21-AUG-2008

Repository ☐

Reference No.

10239166

OWNER INFORMATION (Type or Print)

Name

Address

City

UPLAND

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2C3JA53G05H

Make

CHRYSLER

Model

300

Model Year

2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

100000 POWER TRAIN

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-AUG-2008

Failure Mileage

44000

Failure Speed

0

See attached

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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 2005 CHRYSLER 300. THE CONTACT STARTED THE IGNITION AND ATTEMPTED TO SHIFT FROM PARK INTO REVERSE; HOWEVER, THE GEAR WAS STUCK IN THE PARK POSITION. THERE WERE NO WARNING LIGHTS ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TOWED TO THE CONTACT'S RESIDENCE AND HAS NOT YET BEEN REPAIRED FOR THE GEAR MALFUNCTION. THE FAILURE AND CURRENT MILEAGES WERE 44,000.

Dealer indicated has repaired many of the shift assembly on The Chrysler 300. He said customer's sometimes can not get their car out of garage because They

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.

cannot get out of park. I believe a recall is warranted. Thank You

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

This is very discouraging especially when the Tow Truck driver said "he gets calls for this same problem all the time. He said the Shifters are very cheaply made & that we should check to see if they have been recalled.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

SANTA CLARITA
CA 913 11 T
03 SEP 2008 PM

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

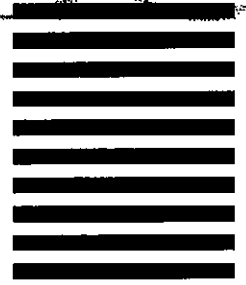
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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
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



Customer Number: [REDACTED]

Invoice No: **159116****JEEP
CHRYSLER
OF ONTARIO**

INVOICE

DUPLICATE 1

UPLAND, CA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Email: [REDACTED]

Cell: [REDACTED]

1202 AUTO CENTER DR.
(ONTARIO AUTO CENTER)
ONTARIO, CALIFORNIA 91761
(909) 390-9898
CAD # 983596552 ARD # AE166885SERVICE ADVISOR: **535 RICHARD MARTIN**

SERVICE ADVISOR: BOB MICHAEL MARTIN

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
WHITE	05	CHRYSLER 300C		2C3JA53G05		44282	44282	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
11JUL04			12:00 28AUG08			CASH	28AUG08	
R.O. OPENED		READY		OPTIONS: ENG:3.5_Liter				
08:18 28AUG08		12:59 28AUG08						

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
---------	--------	------	------	------	-----	-------

**A CUST STATES THAT SHIFTER GETS STUCK IN PARK INTERMITTENTLY. STATES
CURRENTLY USES NEUTRAL TO KEEP FROM LOCKING UP INSPECT & ADVISE
8-100 REMOVED AND REPLACED SHIFTER ASSEMBLY**

703 CPJ hrs.

1 4578029AC SHIFTER-TRANSMISSION

PARTS: 82.92 **LABOR:** 199.48 **OTHER:** 0.00

199.48 199.48
82.92 82.92 82.92
TOTAL LINE A: \$ 282.40

44282 CHK AND VERIFY FOUND VEHICLE TO NOT COME OUT OF 2.0 PARK
FOUND CAUSE TO BE BROKEN SHIFTER ASSEMBLY REMOVED AND REPLACED SHIFTER
ASSEMBLY AND ADJUST CHK TO VERIFY REPAIR. REPAIR COMPLETE

EST: 290.00 28AUG08 08:18 SA: 535

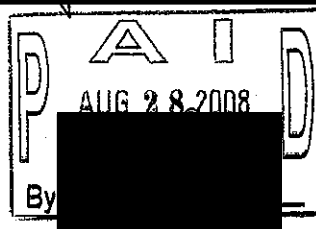
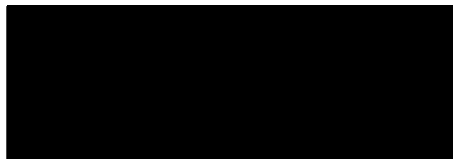
SERVICE AND PARTS OPEN MON-FRI 7AM-MIDNIGHT
SATURDAY 8AM-4PM, SUNDAY CLOSED
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED



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**Customer Copy**

NO VEHICLES RELEASED AFTER CLOSING HOURS		DESCRIPTION		TOTALS
NOTICE: VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.		LABOR AMOUNT		199.48
SERVICE DEPARTMENT HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY		PARTS AMOUNT		82.92
SERVICE CASHIER HOURS MONDAY THROUGH FRIDAY 7:00 A.M. TO MIDNIGHT SATURDAYS & SUNDAYS 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY		GAS, OIL, LUBE		0.00
		SUBLET AMOUNT		0.00
		MISC. CHARGES		0.00
		TOTAL CHARGES		282.40
		DISC./EXTEND. WARRANTY		28.88
		SALES TAX		6.43
		PLEASE PAY THIS AMOUNT		259.95

ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$ PER FLAT RATE HOUR. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge as itemized and/or	