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 ☐
MAY 0 3 2010 08-MAR-2010	Reference No. 10317760

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
Address	[redacted]	Evening Telephone Number [redacted]	
City TURNERSVILLE	State NJ	Zip Code [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	Make	Model	Model Year
1B3HB48A39D[redacted]	DODGE	CALIBER	2009

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 ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 26-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 103500 POWER TRAIN: AUTOMATIC TRANSMISSION: LEVER AND LINKAGE: FLOOR SHIFT	Failure Mileage ~~16027~~ 1627	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: DOTMAL9ABC036)	☐ 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
[X] Yes ☐ No	☐ Yes [X] No	1		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 2009 DODGE CALIBER. ON DECEMBER 26, 2009 WHILE TAKEN PACKAGES OUT THE VEHICLE THE GEAR SHIFT FAILED AND THE VEHICLE REVERSED ON ITS OWN. SHE WAS STRUCK BY THE DRIVER'S SIDE DOOR. THE CONTACT RECEIVED INJURIES TO THE RIGHT SIDE OF THE BODY. THE VEHICLE STOPPED WHEN IT COLLIDED INTO A SNOW EMBANKMENT. THE VEHICLE WAS TOWED TO THE DEALER. THE DEALER REPLACED THE VEHICLE SHIFTER ASSEMBLY. THE VEHICLE WAS TRADED. THE FAILURE AND THE CURRENT MILEAGE WAS ~~16,027.~~ 1627

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

there's only one way to go!

ATLANTIC

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6820 Tilton Road
Egg Harbor Township N.J. 08232
(609) 646-8600

www.iloveatlantic.com

16584VOL

[redacted]
BLACKWOOD NJ [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1B3HB48A39D[redacted]	1627	01/11/10	16584 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
09	DODGE	CALIBER SX	SILVER	00776

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		[redacted]	[redacted]		00/00/00	DM 8558DM	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV.DATE
	00/00/00		1627	01/06/10	00/00/00

ALL OF US HERE AT ATLANTIC HOPE YOUR SERVICE EXPERIENCE WAS A PLEASANT ONE. IF YOU ARE NOT "COMPLETELY SATISFIED" PLEASE CONTACT MICHAEL MORRIS FOR CHRYSLER, JEEP, KIA VOLKSWAGEN, AND AUDI AS OUR GOAL IS NOTHING LESS THAN PERFECT.

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com	TRANS DIAGNOSIS;CUST STATES WHEN PUTTING IN PARK & GETTING OUT OF THE CAR IT WILL GO INTO REVERSE BY ITSELF					
Cau	ck found shifter assembly					
Cor	replaced shifter assembly					
	01250HR	A86 7046			W	
	68020485AD	SHIFTER TRANS		1	W	
			Line Total.....			

TOTAL-CUSTOMER NoCharge

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either expresse or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of thia item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)