

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 AUG - 9 2010 21-MAY-2010	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
STURGEON LAKE		MN			
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
5ASGRGA44AF			GEM	E4	2010
Date Purchased	Dealer's Name and Telephone Number		Engine: <i>Electric</i>		Fuel Type:
01-14-10	Park Chrysler Jeep 1-952-890-5337		No: Cylinders <i>NA</i>		<i>Electric</i>
Original Owner	Dealer's City	State	Zip Code		
☒	Burnsville	MN	55337		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
2 Speed	☐ Cruise Control			01-MAY-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 180000 VEHICLE SPEED CONTROL				Failure Mileage	Failure Speed
				10	25
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	Failure Location:		
		☐ Prior Repair			
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	1	0	≠ NO	
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 2010 E4 CHRYSLER GLOBAL ELECTRIC MOTOR VEHICLE. THE CONTACT WAS DRIVING APPROXIMATELY 25 MPH ATTEMPTING TO ENGAGE THE BRAKE PEDAL WHEN THE DRIVERS FOOT ACCIDENTALLY ENGAGED THE ACCELERATOR PEDAL CAUSING THE VEHICLE TO INCREASE SPEED AND CRASH INTO A WALL. THE CONTACT STATED THAT THE MANUFACTURER INSTALLED THE ACCELERATOR AND BRAKE PEDALS WITH TOO MUCH SPACE IN BETWEEN THEM WHICH CAUSED THE FAILURE TO OCCUR. THE DRIVER SUSTAINED A MINOR INJURY. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS DRIVEN TO A COLLISION CENTER TO HAVE THE BODY DAMAGE REPAIRED AT THE OWNERS EXPENSE FOR \$1,220.50. THE FAILURE MILEAGE WAS 10.					
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 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.					

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

When I was coming into the garage, I was going to step on the brake, but because the brake pedal is farther from the accelerator on this vehicle, I pressed the accelerator instead of the brake, so I lurched fast forward and hit the garage wall. On the GEM vehicle the distance between the brake and the gas pedal is 5 3/8 inches. On a club car golf cart the distance is 2 1/2" - on my Buick the distance is 3" - on my Chev. pick-up the distance is 2 7/8". In my opinion this is a safety hazard that needs to be corrected, so I feel a vehicle recall is in order.

ATTACH ADDITIONAL SHEETS IF NECESSARY - chart added

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

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.safecar.gov

or call:

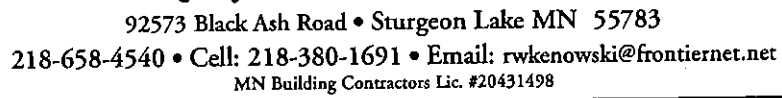
**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

I paid \$255.00 to repair the garage wall
and \$1220.50 to repair the vehicle.

I feel lucky to have hit a wall
rather than oncoming traffic at an
intersection. I now feel very uneasy
about driving this vehicle.



BILL DUE UPON RECEIPT
ANY UNPAID BALANCE WILL RECEIVE A FINANCE CHARGE OF
1.5% PER MONTH, 18% PER YEAR

183723543

19783

CUSTOMER



1408 West Highway 13
Burnsville, MN 55337
952-890-5337
www.parkchryslerjeep.com

INVOICE

DUPLICATE 1
PAGE 1

STURGEON, MN

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 9862 SHANE CUSTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
YELLOW	10	GEM E4	5ASGRGA44AF		39/39	T761	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAR10 DD			16:00 05APR10			CASH	21APR10
R.O. OPENED		READY	OPTIONS: STK:G45566 DLR:23690				

16:52 02APR10 08:34 21APR10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A VEHICLE WILL NOT MOVE AT TIMES

800 ELECTRICAL

3253 ISP

(N/C)

39 REPLACE E-BRAKE SWITCH TO CORRECT CONDITION

B ESTIMATE ON FRONT END

2300 BODY/EXTERIOR

3253 CP

1	0105-03635	HOOD, YLW, CHR, H/L	1057.40	220.00	220.00
1	0105-00311	HINGE KIT	49.64	777.71	777.71
1	0351-01975	BRACKET, BUMP CHR	64.41	45.00	45.00
1	0350-02617	DECAL, HOOD RH CHR	64.41	57.75	57.75
1	0350-02616	DECAL, HOOD LH CHR	28.48	26.75	26.75
			28.48	26.75	26.75

EST: 0.00

02APR10 16:52 SA: 9862

ALL PARTS "NEW" ORIGINAL EQUIPMENT
UNLESS OTHERWISE SPECIFIED

Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. This disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.

LABOR GUARANTEE

This dealership guarantees that the labor performed in this repair shop has been competently performed. Any defect that occurs will be corrected without charge by this repair shop for a period of 90 days or 4000 miles from this date of repair, whichever occurs first.

CUSTOMER SIGNATURE

CHRYSLER



DODGE



MOPAR

DESCRIPTION	TOTALS
LABOR AMOUNT	220.00
PARTS AMOUNT	933.96
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/SHOP SUPPLIES	0.00
TOTAL CHARGES	1153.96
COUPONS/DISCOUNTS	0.00
SALES TAX	66.54
PLEASE PAY THIS AMOUNT	1220.50

CUSTOMER COPY