

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received <b>AUG 29 2011</b></p>		<p>Repository <input type="checkbox"/></p>	
<p>Name [REDACTED]</p>		<p>27-JUN-2011</p>		<p>Reference No. 10409018</p>	
<p>Address [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address</p>	
<p>City BISMARCK State MO Zip Code [REDACTED]</p>		<p>Evening Telephone Number [REDACTED]</p>			
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2B3CJ5DT0A[REDACTED]</p>		<p>Make DODGE</p>		<p>Model CHALLENGER</p>	
				<p>Model Year 2010</p>	
<p>Date Purchased 10/24/2010</p>		<p>Dealer's Name and Telephone Number Crown Motors</p>		<p>Engine: 5.7L Hem No: Cylinders 8</p>	
<p>Fuel Type: Gas.</p>		<p>Original Owner <input type="checkbox"/></p>		<p>Dealer's City State Zip Code</p>	
<p>Transmission Type 6 speed manual</p>		<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>		<p>Powertrain Multiple Failure: Incident Date(s) 01-APR-2011</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 100000 POWER TRAIN</p>				<p>Failure Mileage 9000</p>	
				<p>Failure Speed 9</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured Number of Deaths Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2010 DODGE CHALLENGER. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 9 TO 12 MPH, HE ATTEMPTED TO ACCELERATE FURTHER, BUT THE VEHICLE WOULD NOT RESPOND. AFTER A FEW MOMENTS, THE VEHICLE JERKED INTO FOURTH GEAR. THE FAILURE RECCURED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 9,000 AND THE CURRENT MILEAGE WAS 11,300.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

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

Vehicle Has Hill assist with the brakes and skip shift with the 6 speed transmission. Hill assist stops vehicle from rolling back on a hill, skip shift make you shift from 1 to 4 gear after a certain speed. Neither worked in the beginning, did not know they were on car, started working after 3 months. Then they started work intermittently and the skip shift would work when it shouldn't. It would make you shift from 1st-4th gear before you had enough speed and the vehicle would almost stall in traffic, after making turns or starting from stop signs. Taken to dealer several times told nothing wrong

ATTACH ADDITIONAL SHEETS IF NECESSARY

See Continuation

US 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

CAPE GIRARDEAU MO 63703

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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.safercar.gov**

**or call:**

**Vehicle Safety Hotline**

**888-327-4236**

**safercar.gov**

**NHTSA**  
www.nhtsa.gov

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

After taking this vehicle to the dealer and being told that there was nothing wrong with it I left the dealer driving the car. That same day on the way home I stopped on a hill and the hill assist did not work. That week end while driving the car intermittently and even expectedly kicked in the skip shift at the wrong speed and the time, ie starting up from a stop sign or an electric signal. It would kick in and it would not allow the shift into second or third only fourth gear and the car did not have enough speed or RPMs to keep the car from bogging and almost stalling. I was almost hit from behind several times due to the skip shift kicking in at the wrong time.

I made another appointment at the dealer, this time they were supposed to elevate the service call and have a Chrysler engineer on the phone to discuss the problems. When I got there I was met by the service writer Heather, who told me that she had to drive the car first. When she tried to drive the car the hill assist would not work and she stalled the car once and

almost killed the engine a second time after she re-started the car. She drove the car for almost 10 minutes returned and told me to go with her so she could show me what she thought the problem was. When I got into the car she explained to me that I was not shifting the car right and that I did not know how to drive a standard transmission vehicle correctly. I explained to her that when ever the skip shift kicked in it displayed 1---4 on the instrument panel. I also asked her about killing the car on the hill and she told me that the hill assist did not work for her those 2 times. After the technician checked the car and he told the service writer that he could not find a problem with the Hill Assist and the Skip Shift. The service writer called the Chrysler engineer and they discussed the problem. The service writer changed her story about the Hill Assist telling the engineer that she might not have ~~used~~ <sup>used</sup> ~~used~~

the brakes properly to get the hill assist to engage. The Engineer told the service writer that the Skip Shift solenoid might not be working properly. When the Service Writer (Weather) asked how to check the solenoid the engineer told her that there was no way to check it, since it happened intermittently, she would just have to go by total and error by replacing it. She did not want to do that and she told the engineer that. The engineer then told her that everyone complained about the Skip Shift because they did not like it controlling their shifting habits. This is not the case with me.

They turned the ~~the~~ car back to telling me that there was nothing wrong with it. They basically tried telling me that I did not know how to drive a standard transmission vehicle.

Two days later I had to go to St Louis. During my trip the Skip-Shift ~~top~~ kicked in at least 15 times that it should not have causing me to narrowly miss being struck from behind in rush hour traffic and from being struck after taking off from stop signs and traffic lights.

you should be aware that when the Skip-Shift kicked in and the 1---4 light came on it would not let you shift to any gear except 4, 5 or 6<sup>th</sup> gear. You could not down shift only shift to fourth gear or higher. This is truly a hazard to the drivers of the Challenger 6 speed that has a malfunctioning skip shift system.

