

 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: 22-NOV-2011 JAN 6 2012		Repository ☐ Reference No. 10436779	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
Baton Rouge		LA			
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	
2C3JA53G15H		CHRYSLER		300	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
12-21-2005		Steve Rayman		No: Cylinders	
Original Owner		Dealer's City		Fuel Type:	
☒		Union Jonesboro Road City		Unleaded	
Transmission Type		Powertrain		Multiple Failure:	
Viv 626		Yes		U	
☒ Antilock Brakes		☒ Cruise Control		Incident Date(s)	
				17-AUG-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage	
				52171	
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: 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	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				Reported to Police	
				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 STATED THE GEAR SHIFT BECAME STUCK IN PARK. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE ENTIRE GEAR SHIFT WAS REPLACED. THE FAILURE MILEAGE WAS 52,171 AND THE CURRENT MILEAGE WAS 57,000. with the same replaced part Chrysler did on some of the other car with the part was reimburse for the out of pocket cost. Yes I was told there was not a recall on that part But still some was full reimburse. I AM A good Long consumer in the Chrysler Line of Vehicle. I All so AM centing A copy of the invoice.					
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.					

CUSTOMER #: 18447

451102



INVOICE

9550 AIRLINE HIGHWAY
BATON ROUGE, LA 70815
SERVICE DIRECT (225) 922-9000
DEALER NUMBER - 65-43378

BATON ROUGE, LA

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3421 RUSSELL LYNN ANDERSON

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT		TAG
MAGNESIUM	05	CHRYSLER 300M	2C3JA53G15H			52171/52171		T9682
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
21DEC05 DD			12:12 19AUG10		0.00	CASH	19AUG10	
R.O. OPENED		READY	OPTIONS: DLR:00000000 ENG:3.5 Liter					

10:54 19AUG10 15:24 19AUG10

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES THAT THE VEHICLE IS HARD TO GET OUT OF PARK. THEY
REMOVED BEZEL AND HAVE TO PUSH THE CABLE TO GET OUT OF PARK
CG20 REPLACED SHIFTER ASSMELBY

3448 CP

1 4578029AC SHIFTER-TRANSMISSION

75.74 190.00 190.00

52171 SHIFTER ASSEMBLY INTERNALLY DAMAGED REPLACED SHIFTER

75.74 75.74

ASSEMBLY. INTERNALLY DAMAGED

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

13.29

WARRANTY ON CUSTOMER PAID REPAIRS IS 12
MONTHS OR 12,000 MILES ON DODGE CITY PARTS &
LABOR**ALL ADJUSTMENTS 90 DAYS OR 4000 MILES.
ESTIMATES ARE GUARANTEED ONLY IF REPAIRS ARE
PERFORMED BY DODGE CITY****
PLEASE COMPLETE ALL SURVEYS AND QUESTIONAIRES
T H A N K S FOR YOUR BUSINESS!

Thank You



STATEMENT OF DISCLAIMER

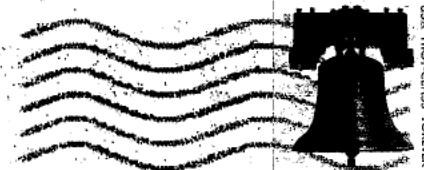
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	190.00
PARTS AMOUNT	75.74
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	13.29
TOTAL CHARGES	279.03
LESS INSURANCE	0.00
SALES TAX	25.12
PLEASE PAY THIS AMOUNT	304.15

BATON ROUGE LA

BATON ROUGE
LA 708 1 L
18 JAN 2012 PM



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

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