 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline				Date Received JUL 26 2012 19-JUN-2012	Repository <input type="checkbox"/> Reference No. 10462309
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
MILTON		FL			
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	
1B3CB8HB6D		DODGE	CALIBER	2011	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
8/15/2011	MILTON DODGE 850 623 6866		No: Cylinders		
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code		
	MILTON	FL	32570		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
CVT	<input type="checkbox"/> Cruise Control				01-OCT-2011
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE AND ENGINE COOLING, 180000 VEHICLE SPEED CONTROL				Failure Mileage	Failure Speed
					50
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)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police	
		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 2011 DODGE CALIBER. THE CONTACT STATED THAT WHILE DRIVING 50 MPH THE VEHICLE STALLED. THE VEHICLE WAS TAKEN TO DEALER WHERE A DIAGNOSTIC WAS PERFORMED BUT NO FAILURE WAS DETERMINED IN THE VEHICLE. THE DEALER UPDATED THE COMPUTER SOFTWARE BUT TO NO AVAIL. THE FAILURE RECURRED SPORADICALLY AND RANDOMLY. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE CURRENT MILEAGE WAS 3,400. THE FAILURE MILEAGE WAS NOT AVAILABLE. SAT 14 July 2012 ON 12 July RICHARD WILCOX CAME TO MILTON DODGE TO INSPECT VEHICLE AS IS FROM CHRYSLER - FOUND NOTHING WRONG. I PICK UP MY VEHICLE THAT SAME DAY AGAIN THE TRANS. SLIPS INTO 1ST GEAR STALLS, THERE WAS A CAR IN BACK OF ME AND HE HAD TO SWERVE AROUND ME. I CALLED THE MILTON DODGE THEY SAID THEY WILL CALL WILCOX AGAIN					
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.					


MILTON DODGE SAID IT IS OUT OF THEIR HANDS BECAUSE OF THE WAY I REPORTED THIS FOR MONTHS. ?

 **CHRYSLER**

Southeast Business Center

June 29, 2012


MILTON, FL 

RE: Correspondence Dated 06/22/12
VIN: BD 

Dear 

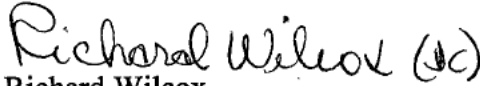
We have scheduled a Chrysler Group LLC representative to oversee the inspection/repair of your vehicle at Milton DCJ.

Please make arrangements to have **the vehicle dropped off** by 8:30 A.M. on July 12, 2012.

Should you have any questions, please contact my office at (407) 826-7035.

We appreciate your patience in this matter and are hopeful we can bring this matter to a satisfactory conclusion.

Sincerely,


Richard Wilcox
Customer Relations

NATIONAL WATS LINE

DIRECT LINE

FAX LINE

CUSTOMER NO. 24575	ADVISOR JENNIFER JOHNSON	TAG NO. 256	INVOICE DATE 06/19/12	INVOICE NO. CHCS131640
	LABORER 479	MESSAGE 3,318	COLOR SILVER/	STOCK 1011020
	YEAR / MAKE / MODEL 11/DODGE/CALIBER SE/RUSH		DELIVERY DATE 08/15/11	DELIVERY TIME 326
MILTON, FL	F.T. # B 3 C B 8 H B 6 B 0		SELLING OFFENSE 06/19/12	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
J# 1 01CHZ LOF TECH(S):253 WARRANTY
 LUBE CHASIS, PERFORM OIL AND FILTER CHANGE
 CHANGED OIL AND FILTER, AND LUBED CHASIS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK339			WARRANTY
JOB # 1	1	4892339-AA	FILTER ENGINE O		WARRANTY
JOB # 1	5	68055890-AA	OIL 5W20		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 01CHZINS MULTI POINT INSPECTI TECH(S):253 INTERNAL
 PERFORM VEHICLE INSPECTION
 PERFORM VEHICLE INSPECTION
 PERFORMED VEHICLE INSPECTION

				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 21CHZ TRANS CONCERN TECH(S):253 322 INTERNAL
 CUSTOMER STATES, TRANSMISSION WILL SLIP INTO 1ST GEAR
 WHILE DRIVING, HAVE TO USE AUTO STICK TO PUT BACK INTO DRIVE
 ROAD TESTED VEHICLE PER CUSTOMER CONCERN
 UNABLE TO DUPLICATE CUSTOMER CONCERN
 NO REPAIRS MADE AT THIS TIME -- CONDITION IS
 NOT PRESENT PER CUSTOMER CONCERN --

				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

TOTALS-----
 MOTOR VEHICLE REPAIR LICENSE # MV 2484
 THANK YOU FOR YOUR BUSINESS. IF YOU HAVE ANY ISSUES THAT
 NEED TO BE ADDRESSED PLEASE CONTACT TOM HOOPER
 AT 850-623-6866 EXT114

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	-0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

NATIONAL WATS LINE

DIRECT LINE

FAX LINE

CUSTOMER NO. 24575		ADVISOR TOM	TAG NO. 322	INVOICE DATE 07/13/12	INVOICE NO. CHCS131948
[REDACTED]		LICENSATE 11	LICENSE NO. 322	WEAAGE 146	COLOR 07/13/12
[REDACTED]		YEAR / MAKE / MODEL 3,599		PRICE PER UNIT SILVER/	DETAILS 1011020
MILTON, FL [REDACTED]		VEHICLE TYPE 11/DODGE/CALIBER SE/RUSH		SELLING DEALER 08/19/11	PRODUCTION DATE 326
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		COMMENTS 07/12/12	

<p>LABOR & PARTS</p> <p>J# 1 21CHZ TRANS CONCERN TECH(S):324</p> <p>CUSTOMER STATES THE VEHICLE WILL SHIFT INTO 1ST GEAR WHILE DRIVING - HISTORY</p> <p>INSPECTED VEHICLE AND SCANNED SYSTEM</p> <p>MVDN CAIR #22365915</p> <p>THOMAS VALK(TECH ADVISOR) FROM CHRYSLER TEST DROVE VEHICLE 30 MILES AND PROGRAMED DATA RECORDER TO RECORD EVENT, NO EVENT HAPPENED.DEALER THEN TEST DROVE VEHICLE 97 MILES FOR A TOTAL OF 127 MILES AS PER CHRYSLER IN WHICH THE OPERATED AS DESIGNED .RESCANNED VEHICLE AND NO CODES PRESENT OR STORED AT THIS TIME... WILL ADVISE CHRYSLER OF OUTCOME OF TEST DRIVE....TH--7/13/2012</p> <p>JOB # 1 TOTAL LABOR & PARTS 0.00</p>		<p>INTERNAL</p> <p>All Mopar parts are covered under warranty for 12 months or 12,000 miles, whichever occurs first, from date of installation, unless otherwise specified.</p> <p>MO: 372</p>
<p>J# 2 01CHZINS MULTI POINT INSPECTI TECH(S):253</p> <p>PERFORM VEHICLE INSPECTION</p> <p>PERFORM VEHICLE INSPECTION</p> <p>PERFORMED VEHICLE INSPECTION</p> <p>JOB # 2 TOTAL LABOR & PARTS 0.00</p>		INTERNAL
<p>TOTALS</p> <p>MOTOR VEHICLE REPAIR LICENSE # MV 2484</p> <p>THANK YOU FOR YOUR BUSINESS. IF YOU HAVE ANY ISSUES THAT NEED TO BE ADDRESSED PLEASE CONTACT TOM HOOPER AT 850-623-6866 EXT114</p>		<p>TOTAL LABOR... 0.00</p> <p>TOTAL PARTS... 0.00</p> <p>TOTAL SUBLET... 0.00</p> <p>TOTAL G.O.G... 0.00</p> <p>TOTAL MISC CHG... 0.00</p> <p>TOTAL MISC DISC... 0.00</p> <p>TOTAL TAX... 0.00</p> <p>TOTAL INVOICE \$ 0.00</p>
<p>CUSTOMER SIGNATURE</p> <p>*****</p>		<p>DUPLICATE INVOICE</p> <p>*****</p>

Tuesday 22 June 2011

Office of Attorney General

To Whom it may concern,

In the beginning of purchasing this vehicle I, brought it back to the Sale person because it would make a very loud noise and almost stop. Then it started into driving.

at this time I did not notice that it slipped into 1st Gear.

My answer I got was I was now driving a CVT Transmission and I had to get used to the drive. Because this happened at RANDOM Times I went on my way till the next time. And there were very more next times.

To Date 22nd June 2012

I think I am beginning to notice that when I make a left turn this is what is happening.

Thursday 14th June 2011 (left turn Problem)

Tuesday 15th " " " " "

Tuesday 22nd " " " " "

NOTE: SAT 14th July I am adding

DAY AFTER CHRISTOPHER WAS THERE

FRIDAY 6th July 2012

MONDAY 9th July "

FRIDAY 13th July 2012

[Signature]

Melton Dodge 623 6866

Dodge Caliber Pent 2011

Transmission slips into 1st
Random Times. 8/15/2011 bought Vehicle
New from being something wrong
Service + SoCal person said I had to
get ~~Part of the service~~ gel used to CUT

Thurs 14 June slips into 1st

Fri 15 June " " "

Sat 22 June " " "

making left turn.

Note, beginning to think left turn
has something to do with
Gear.

FRI 13 July slips into 1st Gear

2011 DODGE CALIBER Thursday 22 June 2012
10EC138HB66D [redacted]

To whom it may concern,
Another time the vehicle slipped
into 1st, the RPM was at
#6 with a red warning sign
HO-T (something like that) with
A very loud noise

I brought it right into Melton Dodge
The service man, said he
upgraded the computer and
my battery was down. He was
NO Error message?

Thank you in advance
[redacted]

I am afraid to drive this vehicle
but I have no choice....

8.32 } Left message
To 1030
Today

FRI 13 July
Came out of DeLis Pizz30
Slipped into 1st
was at Melton Dodge over mile
from the 12th July 2012
Called Tom

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the **same** substantial defect or condition.

Description of continuing defect(s) or condition(s) FIRST I HEARD A WHINING NOISE THEN THE TRANSMISSION SLIPS INTO 1ST GEAR AT RANDOM TIMES I ALMOST CAME TO A STOP THIS IS VERY DANGEROUS TO ME

(NOTE: this is not a complete description; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make DODGE Model CALIBER RUSH Year 2011

VIN 11B131C1B1H1B161B1D1 [REDACTED] Date of Delivery 8/15/11

Name and City/State of selling dealer or leasing company (if applicable) MILTON DODGE
6348 HWY 90 WEST MILTON FL 32570

Name and City/State of authorized service agent(s) attempting previous repairs _____
MILTON DODGE
6348 HWY 90 WEST MILTON FL 32570

Consumer [REDACTED] Home phone [REDACTED]

Address [REDACTED] Work phone [REDACTED]

MILTON FL [REDACTED] Signature _____

Date Mailed 22nd June 2012

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.
Pink—Attorney General's copy, send by regular mail.

MILTON, FL.

CPU U.S. POSTAGE

PB 1P 000
3660070
FCMF

\$ 1.10⁰

MAILED JUL 16 2012
32571



FIRST CLASS MAIL

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, N.V.S-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

FIRST CLASS MAIL