

 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 24 2012 29-JUN-2012	Repository ☐ Reference No. 10463581
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
YONKERS	NY		
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
1B3BD1FBXBN		DODGE	AVENGER
Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
8/31/11		No: Cylinders	REG. GAS
Original Owner	Dealer's City	State	Zip Code
☒			4
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
Automatic	☒ Cruise Control		Incident Date(s)
			07-FEB-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 100000 POWER TRAIN		Failure Mileage	Failure Speed
6 SPEED AUTOMATIC TRANS.		3614	10-25 MPH
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	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No	0	0
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 2011 DODGE AVENGER. THE CONTACT STATED THAT THE TRANSMISSION FAILED AND MADE A SEVERELY LOUD METAL NOISE. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES FOR THE FAILURE. THE DEALER PERFORMED A DIAGNOSTIC AND WAS UNABLE TO LOCATE A FAILURE CODE. THE DEALER TEST DROVE THE VEHICLE AND WAS ABLE TO RECREATE THE FAILURE THEREFORE, UPDATED THE SOFTWARE BUT THE FAILURE WAS NOT CORRECTED. THE TRANSMISSION CONTINUED TO FAIL AND EXHIBIT A METAL NOISE. THE MANUFACTURER WAS MADE A WARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 3,614 AND THE CURRENT MILEAGE WAS 4,647.			
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.			

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

BROUGHT CAR BACK TO AUTHORIZED DEALER 8/1/12 TO FOLLOW UP, WAS NOT CORRECTED DEALER STATES MANUFACTURER HAS NOT RESPONDED TO ISSUE, NOT WRITTEN UP AS PREVIOUS DOCUMENTED VISIT, TOLD THAT NOTHING CAN BE DONE!

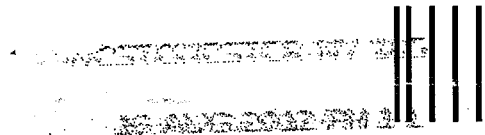
ATTACH ADDITIONAL SHEETS IF NECESSARY

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.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Ownership Information (VOI)
U.S. Department of Transportation
National Highway Traffic Safety Administration



SERVICE INVOICE

Central Ave. Chrysler Jeep, Inc.

CHRYSLER - PLYMOUTH - JEEP - EAGLE

1839 Central Ave.

Yonkers, New York 10710



SALES
(914) 961-5400

SERVICE
(914) 779-6203
www.centralave.com

PARTS
(914) 961-5424
E-mail: service@centralave.com

FAX
(914) 961-4051

CELL: [REDACTED]

CUSTOMER NO. 109752	ADVISOR JOHN	TAG NO. 7205	INVOICE DATE 04/04/12	INVOICE NO. CHCS183515
[REDACTED] YONKERS, NY	LABOR RATE 105.00	LICENSE NO.	MILEAGE 4,647	COLOR /
	YEAR / MAKE / MODEL 11/DODGE/AVENGER/AVENGER			DELIVERY DATE
	VEHICLE I.D. NO. 1 B 3 B D 1 F B X B N			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 04/04/12	PRODUCTION DATE

MO: 4647

LABOR & PARTS	
J# 1 21CHZ	TRANSAXLE HOURS: TECH(S):0282 INTERNAL
C/S WHEN VEHICLE IS COASTING OFF THROTTLE CAR JERKS AND BANGS AT LOW SLOW SPEEDS ROAD TESTED AND VERIFIED CUSTOMERS CONCERN CHECKED FOR CODES OR TSB NONE FOUND OPENED STAR CASE CUSTOMER TO RETURN	
JOB # 1 TOTAL LABOR & PARTS 0.00	
TOTALS	
OWNER GIVEN SATISFACTION SURVEY CARD YES NO	TOTAL LABOR... 0.00
WE ARE ON THE INTERNET	TOTAL PARTS... 0.00
PLEASE CHECK US OUT AT www.centralave.com	TOTAL SUBLET... 0.00
JOIN OUR INTERNET FAMILY BY GIVING US YOUR E MAIL ADDRESS	TOTAL G.O.G... 0.00
SO YOU WILL RECEIVE SPECIALS FROM SALES AND SERVICE	TOTAL MISC CHG... 0.00
	TOTAL MISC DISC... 0.00
	TOTAL TAX... 0.00
	TOTAL INVOICE \$ 0.00

SEE REVERSE
SIDE FOR WARRANTY INFORMATION
ALL PARTS NEW EXCEPT AS NOTED

Thank you
for this opportunity to serve you.

WE RECOMMEND THE
FOLLOWING REPAIRS

CUSTOMER SIGNATURE

DUPLICATE INVOICE



DEALER CODE 62 457
N.Y.S. REGISTERED
REPAIR SHOP NO. 260 0065