

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 AUG - 8 2012 05-JUL-2012	Repository ☐ Reference No. 10464238
OWNER INFORMATION (Type or Print)		Daytime Telephone Number	
Name [REDACTED]		[REDACTED]	
Address [REDACTED]		Email Address [REDACTED]	
City ROCKFORD	State IL	Zip Code [REDACTED]	Evening Telephone Number [REDACTED]
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 1C3BC2FG1B [REDACTED]		Make CHRYSLER	Model 200
Model Year 2011		Engine: No: Cylinders 6	Fuel Type:
Date Purchased 4-4-2011	Dealer's Name and Telephone Number ANDERSON 815 229 2000		
Original Owner ☒	Dealer's City ROCKFORD	State IL	Zip Code
Transmission Type AUTO 6 SPEED	☒ Antilock Brakes	Powertrain	Multiple Failure:
☒ Cruise Control			Incident Date(s) 05-MAR-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: ENGINE (PWS) PENTASTAR 6 CY ENGINE		Failure Mileage 4000	Failure Speed 30 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 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 CHRYSLER 200. WHILE DRIVING APPROXIMATELY 30 MPH, THE CONTACT DECELERATED WHEN APPROACHING A STOP SIGNAL WHEN SUDDENLY THE VEHICLE STALLED WITHOUT WARNING. THE ENGINE RESTARTED AND THE VEHICLE RESUMED NORMALLY. THE FAILURE OCCURRED SIX DIFFERENT TIMES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER ON FOUR SEPARATE OCCASIONS FOR THE IDENTICAL FAILURE. THE TECHNICIAN WAS UNABLE TO DUPLICATE NOR LOCATE THE PROBLEM. THE MANUFACTURER WAS NOTIFIED OF THE DEFECT. THERE WAS CURRENTLY AN OPEN INVESTIGATION UNDER NHTSA ACTION NUMBER: PE12016 (ENGINE). THE APPROXIMATE FAILURE MILEAGE WAS 4,000.			
CAR HAS STALLED WHILE STOPPED AT RED LIGHTS, STOPSIGNS ETC. ABOUT 8 TIMES			
DOI # 10464238			
SOMEONE IS GOING TO GET HURT OR KILLED IF THIS IS NOT REMEDED SOON.			
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.			

Invoice No: **568387**

INVOICE

ANDERSON
DODGE CHRYSLER JEEP RAM5711 East State St. · Rockford, IL 61108
Phone: (815) 229-2000 · Fax: (815) 229-9115
www.DriveAnderson.com

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SERVICE ADVISOR: **2330 JEFFERY A BURFIEL**

ROCKFORD, IL

Cell:

Email:

YEAR		MAKE/MODEL		VEHICLE IDENTIFICATION	
11		CHRYSLER 200		1C3BC2FG1BN	
REPAIR ORDER WRITTEN	DATE READY	TELEPHONE NO.		CUSTOMER NO.	TAG
26JUN12	09JUL12			48479	T405
STOCK NO.		LABOR RATE	DELIVERY DATE	PREPARED BY	
B2018			04APR11		
LICENSE		PO NO.	MILEAGE IN / OUT	S/A	
			8006 / 8006		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S: CUST STATES VEHICLE DIED ONE TIME SINCE FLASH AT A STOP - DID
START RIGHT BACK UP - JEFF - CUSTOMER REQUESTS A RENTAL
06DOZ1 DEFAULT

332 W
SUBL LOANER PO#17555

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

(N/C)

0.00

SCANNED VEHICLE FOR CODES, NONE PRESENT. TEST DROVE VEHICLE TO TRY
AND DUPLICATE CONCERN. WAS NOT ABLE TO DUPLICATE CONCERN. INSTALLED
CO-PILOT ON 6/27/12, CUSTOMER TOOK VEHICLE. CUSTOMER BROUGHT VEHICLE
BACK ON 7/3/12 AND REPORTED IT STALLED 1 TIME. REMOVED CO-PILOT AND
SENT INFORMATION TO CHRYSLER. CO-PILOT DID NOT RECORD ANY INFORMATION.
NO KNOWN REPAIR AT THIS TIME DUE TO THE INCONSISTENCY OF THE CONCERN.

CUSTOMER REQUESTED A RENTAL
created 2012-06-20 12:03:00pm
taken by Tony LaGrene

THANK YOU
FOR BRINGING YOUR CAR TO US FOR SERVICE**DISCLAIMER OF WARRANTIES**

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

X

CUSTOMER SIGNATURE

YOU MAY RECEIVE A SURVEY
IN THE NEXT FEW DAYS. IF
YOU CANNOT GRADE US
COMPLETELY SATISFIED,
PLEASE CONTACT OUR
SERVICE MANAGER.

DEALER IS NOT RESPONSIBLE
FOR LOSS OR DAMAGE TO
VEHICLES OR ARTICLES LEFT
IN VEHICLE IN CASE OF FIRE,
THEFT OR ANY OTHER CAUSE
BEYOND OUR CONTROL.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

Invoice No: **568127**

INVOICE

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ANDERSON

DODGE CHRYSLER JEEP RAM

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LICENSE		PO NO.	MILEAGE IN / OUT	S/A	
			7824 / 7824		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES AT TIMES WHEN AT A STOP CAR WILL STALL WHEN TRYING TO

ACCELERATE

06DOZ ENGINE MECHANICAL

1322 W

1 4275086AD LABEL-GENERAL INFORMATION

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

SCANNED FOR CODES, NONE PRESENT. PERFORMED PCM SOFTWARE UPGRADE. OK
AT THIS TIME

(N/C)

(N/C)

0.00

DODGE

Jeep



RAM

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X

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PLEASE PAY THIS AMOUNT	\$	0.00

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