

 <p>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</p>		FOR AGENCY USE ONLY 100148 Date Received 20-MAR-2014 Repository <input type="checkbox"/> Reference No. 10573811	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		Evening Telephone Number	
City	State	Zip Code	Email Address
STACYVILLE	IA		
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
1C3CD2CB4DW		DODGE	AVENGER
Model Year		Engine:	Fuel Type:
2013		No: Cylinders	Gas
Date Purchased	Dealer's Name and Telephone Number		
Oct 2013	Holiday Dodge 509-433-8877		
Original Owner	Dealer's City	State	Zip Code
<input checked="" type="checkbox"/>	Austin Mn.	Mn	55912
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
auto	<input checked="" type="checkbox"/> Cruise Control	Front Wheel Drive	yes
Incident Date(s)			
16-DEC-2013 Jan 2014		Feb 2014 march 2014 April 2014	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 010000 STEERING, 020000 SUSPENSION		Failure Mileage	Failure Speed
		5000	35
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 <input type="checkbox"/> 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
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2013 DODGE AVENGER. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 35 MPH, THE REAR OF VEHICLE VEERED TO THE LEFT. THE FAILURE WAS RECURRING. THE VEHICLE WAS TAKEN TO THE DEALER, WHO DIAGNOSED THAT THE VEHICLE NEEDED AN ALIGNMENT PERFORMED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 5,000. The Dealer tried to fix the problem 4 times and could not I enclosed the repair slips. The service people were friendly, the owner was not he wanted me to go away the car is not safe to drive in march I had a near miss with a School Bus full of kids			
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.			

There needs to be a recall to get these cars off the road they Service manager Terry said this I agree. Let me know if I can help

HOLIDAY

DODGE
CHRYSLER



SERVICE ORDER

Jeep

2905 West Oakland Ave. | Austin, MN 55912 | Phone: (507) 433-8877 | www.holidaycarsaustin.com

RV# 26921	VIN 1C3CDZCB4DN	DATE 03/26/14
YEAR 2013	MAKE DODGE	MODEL AVENGER SX
COLOR REDLINE	N	STACYVILLE IA
NA	na	na
MALES IN 6370	MILES OUT	FIRST USE 01/18/13
USC IA 510XDX		
SERVICE CONTRACT Expires: 00/00	H: [REDACTED]	W: [REDACTED]
		WRITER ROBERT

(1) PERFORM 4 WHEEL ALIGNMENT (W)

Aligner



ESTIMATE BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE <input type="checkbox"/> WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> NO ESTIMATE	Original Estimate
	\$ _____
	CUSTOMER ACCEPTANCE
	Authorized Additions
	\$ _____
	Date _____
	Time _____
	By _____

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are retained by the dealer for inspection by the manufacturer. DISCARD

DISCLAIMER OF WARRANTIES
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

R/O	DATE	MILES	TECH	TYPE	DESCRIPTION
26423B	03/21/2014	5105	00	I	23 POINT CHECK-UP
26423A	03/21/2014	5105		I	WANDERS ALL OVER AND R
26638A	03/12/2014	5768	08	W	PERFORM 4 WHEEL ALIGNM
26565A	03/12/2014	5446	08	W	PERFORM ALIGNMENT WITH
26400B	02/28/2014	5060	08	I	23 POINT CHECK-UP

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason, and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Payment is due in full before vehicle is picked up from the dealership. Customer is responsible for any and all legal fees and expenses, including attorney fees, incurred by the dealership to collect payment on this repair. Any amount not paid under warranty is the responsibility of the customer, including any deductible.

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 26921 Job 005868

X [REDACTED] CUSTOMER'S SIGNATURE

HOLIDAY



SERVICE ORDER
Jeep

2905 West Oakland Ave. | Austin, MN 55912 | Phone: (507) 433-8877 | www.holidaycarsaustin.com

PO: 26638	IN: C3CDZCB4DN	DATE: 05/10/14
YEAR: 2013	MAKE: DODGE	MODEL: AVENGER SX
MILES IN: 5768	MILES OUT:	FIRST USE: 01/18/13
SERVICE CONTRACT Expires: 00/00		LOCATION: STACYVILLE IA
H: () -		MONITOR: ROBERT

(1) PERFORM 4 WHEEL ALIGNMENT
==200LBS IN TRUNK==

③ check & verify Alignment with 200lb weight in trunk.



ESTIMATE BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES.	Original Estimate
	\$ _____
INITIAL YOUR CHOICE	CUSTOMER ACCEPTANCE
<input type="checkbox"/> WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> NO ESTIMATE	Authorized Additions \$ _____ Date _____ Time _____ By _____

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are retained by the dealer for inspection by the manufacturer. DISCARD

R.O	DATE	MILES	TECH	TYPE	DESCRIPTION
26400B	02/28/2014	5060	08	I	23 POINT CHECK-UP
26400A	02/28/2014	5060	08	W	WANDERS ALL OVER AND R
19681A	01/22/2013	5	06	N	NEW VEHICLE INSPECTION

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Payment is due in full before vehicle is picked up from the dealership. Customer is responsible for any and all legal fees and expenses, including attorney fees, incurred by the dealership to collect payment on this repair. Any amount not paid under warranty is the responsibility of the customer, including any deductible.

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26638 Job 005782

X _____
CUSTOMER'S SIGNATURE

HOLIDAY



SERVICE ORDER
Jeep®

305 West Oakland Ave. | Austin, MN 55912 | Phone: (507) 433-8877 | www.holidaycarsaustin.com

6565	VIN 1C3CDZCB4DN	[REDACTED]	03/04/14
013	MAKE DODGE	MODEL AVENGER SX	TIME 16:46
		COLOR REDLINE N	17:00
		STACYVILLE IA	PROM WAITING
5446	MILES OUT	FIRST USE 01/18/13	USC IA 510XDX
DE CONTRACT	Expires: 00/00	H: [REDACTED]	WRITER TERRY

PERFORM ALIGNMENT WITH 200 LBS IN TRUNK AND SET SPECHS IN REAR TO 0 AS PER CHRYSLER

(W-08-A)



ESTIMATE BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES.	Original Estimate
	\$ _____
	CUSTOMER ACCEPTANCE _____
INITIAL YOUR CHOICE _____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE	Authorized Additions
	\$ _____
	Date _____ Time _____ By _____

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R.O	DATE	MILES	TECH	TYPE	DESCRIPTION
26400B	02/28/2014	5060	08	I	23 POINT CHECK-UP
26400A	02/28/2014	5060	08	W	WANDERS ALL OVER AND R
19681A	01/22/2013	5	06	N	NEW VEHICLE INSPECTION
C/B	??				

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Payment is due in full before vehicle is picked up from the dealership. Customer is responsible for any and all legal fees and expenses, including attorney fees, incurred by the dealership to collect payment. Customer is responsible for the responsibility of the customer, including any deductible.

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26565 Job 26565

X

AUTOSCOPE FORMS 1-877-427-4387

Holiday Cars of Austin, Inc.

2905 West Oakland Avenue

Austin, MN 55912

(507) 433-8877

R/O	26400	VIN	1C3CDZCB4DN	DATE IN	02/19/14
YEAR	2013	MAKE	DODGE	MODEL	AVENGER SX
				COLOR	REDLINE
MILES IN	5060	MILES OUT	5060	FIRST USE	01/18/13
SEE		RES.		BUS.	() -
				CEL.	() -
				STACYVILLE IA	
					WRITER
					ROBERT

(1) WANDERS ALL OVER AND REAR GETS VERY LOOSE IN ICE CONDITIONS	Warranty Claim	02000240	WW	[08]	7	28.00	53.89
(08-8844 RANDY-)	A					Total Labor	28.00 53.89
						Total Repair (Warranty)	53.89

(2) 23 POINT CHECK-UP		90	90	[08]			.00
(08-8844 RANDY-)	A					Total Repair (Internal)	.00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	7	0	7	
Total Labor	.00	53.89	.00	53.89	48.0%
Total Parts	.00	.00	.00	.00	.0%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	53.89	.00	53.89	(N/A)

	W/C	INT	CUSTOMER
53.89	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
.00	.00	Warr Deduct	.00
.00	.00	Waste Disposal	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
53.89	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
53.89	.00	TOTAL (CHRG)	.00