

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Subject: FW: Ref. your report to NHTSA, ODI 10593289
Date: Thursday, May 29, 2014 8:55:03 AM
Attachments: [2008 Dodge Caliber.pdf](#)

Subject: FW: Ref. your report to NHTSA, ODI 10593289

Please [add email and attachment to ODI 10593289](#).

From: [REDACTED]
Sent: Tuesday, May 27, 2014 8:52 PM
To: Yon, Scott (NHTSA)
Cc: [REDACTED]
Subject: Re: Ref. your report to NHTSA, ODI 10593289

Hi Scott,

Thank you for taking the time to respond. My daughter, [REDACTED] is doing well (thanks for asking). She has deep tissue trauma in her chest area from the seat belt, but apart from that she came out unscathed.

She was here in Phoenix traveling west bound on Indian School Road in the curb lane heading towards the 51 Freeway just west of 36th Street when a car pulled out from a parking lot into the curb lane and dead stopped in front of her. She had no chance to stop and hit the car (Ford Taurus) in the rear at an estimated 35-40mph. [REDACTED] airbags (all) failed to deploy, and her seat-belt was the only thing stopping her from more serious injuries. As you will see from the pictures within the PDF attachment, the car has been deemed as "totaled".

A police report was filed but we have yet to receive a copy. We have not as of yet contacted Chrysler as I do not know the proper channels to go through to lodge a complaint.

I have attached a PDF file from Farmers Insurance which has the pictures of the car. As you will clearly see, not one airbag deployed. Based on the Carfax from when we purchased this vehicle with 45K miles on it, the car had never been in a collision, nor had the airbags ever been deployed. Farmers also verified in some other documents that the car had never been in a collision prior to this, so we feel quite certain that this is a manufacturer defect.

Again, thanks for your time. I look forward to hearing from you.

Regards,
[REDACTED]

On Fri, May 23, 2014 at 1:12 PM, <Scott.Yon@dot.gov> wrote:

[REDACTED],

I reviewed your report, I'm sorry to hear of your daughter's crash and her injury, I hope she

is recovering well.

Would you be able to provide more detail about the crash incident and the injury? I'd like to know the location, whether there was a police report and if so can you provide a copy, what injuries your daughter received, what treatment they required, and whether you have any photos of your crashed vehicle? Also did you report the incident to the vehicle manufacturer, and if so, what response were you provided?

Note that information you provide may become part of the public record however your personal information (name, address, VIN, etc.) will be removed. Please let me know if you have any questions.

Drive safely,
Scott

Scott Yon
US DOT, NHTSA, Office of Defects Investigation (ODI)
Room W48-314
1200 New Jersey Ave, SE
Washington, DC
20590
Direct: [202-366-0139](tel:202-366-0139)
Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139
Fax: [202-366-1767](tel:202-366-1767)

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Send all correspondence to:
Email: claimsdocuments@hpcs.com
National Document Center
P.O. Box 268994
Oklahoma City, OK 73126-8994
Fax: (877) 217-1389

May 27, 2014

[REDACTED]
[REDACTED]
PHOENIX AZ [REDACTED]

RE: Claim Unit Number: [REDACTED]
Insured: [REDACTED]
Policy Number: [REDACTED]
Loss Date: 05/21/2014

Dear [REDACTED]:

This letter is in reference to the above-mentioned claim.

Attached are the pictures of your vehicle you requested.

If you have any questions or concerns, please contact me at (913)827-5727. My scheduled office hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time.

Sincerely,
Farmers Insurance Company of Arizona

A handwritten signature in black ink, appearing to read "Canaan Parham", written in a cursive style.

Canaan Parham
Total Loss Specialist
(913)827-5727

Enclosure(s):
Cover Letter



Toll Free: (800) 435-7764
Send all correspondence to:
Email: claimsdocuments@hpcs.com
National Document Center
P.O. Box 268994
Oklahoma City, OK 73126-8994
Fax: (877) 217-1389

May 27, 2014

[REDACTED]
[REDACTED]
PHOENIX AZ [REDACTED]

RE: Claim Unit Number: [REDACTED]
Insured: [REDACTED]
Policy Number: [REDACTED]
Loss Date: 05/21/2014

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Sincerely,
Farmers Insurance Company of Arizona

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Canaan Parham
Total Loss Specialist
(913)827-5727

Enclosure(s):
Gen Supporting Documents



MFD BY CHRYSLER LLC

GVWR: 2012 KG

GAWR: 1080 KG

DATE OF MFR: 2-08

04435 LB

FRONT: 2380 LB

GAWR: 0998 KG

REAR: 2200 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY,
BUMPER AND THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1B
MDY: 0208
VEHICLE MFR:

DATE OF MFR: 2-08

GAWR: 0998 KG

REAR: 2200 LB

AL MOTOR VEHICLE SAFETY,
FFECT ON



VIN: 1B3HB28B080

MDH: 020204 684AA

VEHICLE MADE IN U.S.A.

PAINT: PM

TYPE: PM
TRAIL: EDD































































