



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

J.S.C. 552(B)(6) 100148

Date Received: 09-SEP-2014
Repository:
Reference No.: 10631807
OCT 22 2014

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CHINA GROVE State: NC Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [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: 2B3CJ5DT3AH [REDACTED]
Make: DODGE Model: CHALLENGER Model Year: 2010
Date Purchased: 10/19/09 Dealer's Name and Telephone Number: Jerry Wood Auto 704 637-9090
Engine: No: Cylinders: 8 Fuel Type: GAS
Original Owner: Dealer's City: Salisbury State: NC Zip Code: 28147
Transmission Type: Automatic Antilock Brakes Powertrain: 5.7 Hemi Multiple Failure: 2 weeks w/No AIR BAGS Incident Date(s): 02-SEP-2014
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: 10000 Failure Speed:

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 2010 DODGE CHALLENGER. THE CONTACT STATED THAT THE AIR BAG WARNING INDICATOR ILLUMINATED. THE FAILURE OCCURRED MULTIPLE TIMES. THE DEALER STATED THAT THE OCCUPANT RESTRAINT CONTROLLER MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 10,000.

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.

To whom it may concern:

I took my 2010 Challenger to the dealership that I bought and have regularly serviced.

I had the Air bag light on for 2 weeks. They kept it for a day and replaced the DC Module.

I don't even know where this is located.

I Am A cancer survivor that lost my job After 35 yrs. And Am Now on A fixed income. But I know thats my issue.

I have ~~researched~~ researched the Air bag light problem with other Challengers that was recalled with this problem, called Chrysler Customer Service and they said my 2010 Challenger was not covered by recall. I feel this is a serious safety issue!


Aug 2011 - Recalled 300,000 Dodge & Chrysler minivans

April 2013 - Recalled 120,000 2011-2013 Challengers Air bag light.

I feel my Challenger had the same problem and Chrysler should help me with my charge for replacing the same module. I have enclosed A copy of the bill from my dealership.

I also have contacted the NHTSA and the Rep. is sending me A complaint form regarding this problem.

Thank you for Any help;

Chinit Grove, N.C. 

gerry Wood AUTO GROUP

HONDA KIA
CHRYSLER JEEP DODGE
525 Jake Alexander Blvd. S., Salisbury, NC 28147 704-637-9090

CUSTOMER NO. [REDACTED]	ADVISOR LOU HAJIMIHALIS	TAG NO. 190152	4959	INVOICE DATE 09/10/14	INVOICE NO. [REDACTED]
[REDACTED] CHINA GROVE, NC [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,233	COLOR BLUE PEARL/	STOCK NO.
	YEAR / MAKE / MODEL 10/DODGE/CHALLENGER/R/T			DELIVERY DATE 10/19/09	DELIVERY MILES 3
[REDACTED]	VEHICLE I.D. NO. 2 B 3 C J 5 D T 3 A H		[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	[REDACTED]	R.O. DATE 09/09/14	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 10246

LABOR & PARTS
J# 1 04CHZZGOOD **GOOD OIL CHANGE** **TECH(S):190269** **14.31**
 GERRY WOOD GOOD OIL AND FILTER SERVICE
 REPLACE ENGINE OIL AND OIL FILTER
 ROUTINE MAINTENANCE
 COMPLETED GERRY WOOD GOOD OIL AND FILTER SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	4884899-RA	FILTER FN 09057006	5.22
JOB # 1	7	68055891-AA	OIL 5W30 01081090	2.32
JOB # 1 TOTAL PARTS				21.46
JOB # 1 TOTAL LABOR & PARTS				35.77

J# 2 04CHZMULTIPOINT MULTI POINT **TECH(S):190269** **0.00**
 MULTI-POINT INSPECTION NEEDED ON VEHICLE
 PERFORMED MULTI-POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3 01CHZZEDLPT ROTATION OF TIRES **TECH(S):190269** **16.95**
 EVERY DAY LOW PRICE ROTATE TIRES FROM FRONT TO THE REAR OF THE CAR
 EVERY DAY LOW PRICE ROTATE TIRES
 COMPLETED ROTATION OF TIRES FROM THE FRONT TO THE REAR OF THE CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				16.95

J# 4 50CHZZNCINSP *NC EMISSIONS INSP **TECH(S):190081** **23.75**
 CUSTOMER REQUESTS NC EMISSIONS INSPECTION PASSED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				23.75

J# 5 14CHZ ELECTRICAL **TECH(S):190269** **305.95**
 CHECK CUST. STATES AIRBAG LIGHT IS COMING ON CHECKED CODE. FOUND U0151 LOST COMM. WITH ORC MODULE. FROM RADIO, TIPM, AND SEAT MODULE. BASED ON DTC DIAG INTERNAL FAULT IN ORC MODULE AT FAULT. REMOVED CENTER CONSOLE TO GAIN ACCESS TO ORC MODULE. REPLACE ORC MODULE AND REINSTALLED ALL REMOVED PARTS. CONNECTED WITECH AND MODULE NOW COMMUNICATES. CLEARED STORED CODES MODULE WAS INITIALIZED FROM FACTORY. NO CODES PRESENT. DROVE CAR 10 MILES AND SYSTEM OPERATES NORMALLY.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.



gerry Wood AUTO GROUP

HONDA KIA
CHRYSLER JEEP DODGE
525 Jake Alexander Blvd. S., Salisbury, NC 28147 704-637-9090

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR LOU HAJIMIHALIS	190152	TAG NO. 4959	INVOICE DATE 09/10/14	INVOICE NO. [REDACTED]
[REDACTED] CHINA GROVE, NC [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,233	COLOR BLUE PEARL/	STOCK NO.
	YEAR / MAKE / MODEL 10/DODGE/CHALLENGER/R/T			DELIVERY DATE 10/19/09	DELIVERY MILES 3
	VEHICLE I.D. NO. 2 B 3 C J 5 D T 3 A H			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/09/14		
[REDACTED]	[REDACTED]	COMMENTS			

MO: 10246

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	56054679-AE	MODULE OC 08035034	245.99
JOB # 5 TOTAL PARTS				245.99
JOB # 5 TOTAL LABOR & PARTS				551.94
J# 6 04CHZBATTEST			BATTERY TEST	
			BATTERY TEST	
			PERFORMED BATTERY TEST	
TECH(S):190269				0.00
JOB # 6 TOTAL PARTS				0.00
JOB # 6 TOTAL LABOR & PARTS				0.00
J# 7 00CHZA4W			*4 WHEEL ALIGNMENT	
			CUSTOMER REQUESTS 4 WHEEL ALIGNMENT, NORMAL MAINTENANCE, CUSTOMER REQUEST COMPLETED 4-WHEEL ALIGNMENT ON VEHICLE, TEST DROVE	
TECH(S):190269				89.95
JOB # 7 TOTAL PARTS				0.00
JOB # 7 TOTAL LABOR & PARTS				89.95
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	C061D	CHRY SHQP SUPPLIES		27.05
JOB # 4	CSS	EMISSIONS STICKER		6.25
TOTAL MISC				33.30

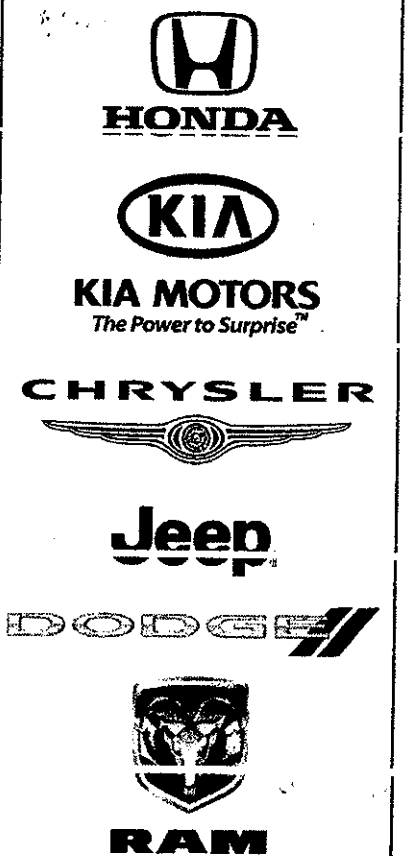
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COMMITMENT
gerry Wood

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$99.95 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$600.00 (+TAX) ON 09/09/14 AT 10:15am
BY 0 COMMENTS

All the time.



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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,233	COLOR BLUE PEARL/
CHINA GROVE, NC	YEAR / MAKE / MODEL 10/DODGE/CHALLENGER/R/T		DELIVERY DATE 10/19/09	STOCK NO.
[REDACTED]	VEHICLE I.D. NO. 2 B 3 C J 5 D T 3 A H		DELIVERY MILES 3	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	R. O. DATE 09/09/14	

TOTALS----- MO: 10246

YOU AGREE THAT WE MAY TRY TO CONTACT YOU IN WRITING, BY EMAIL, OR BY USING PRERECORDED/ARTIFICIAL VOICE MESSAGES, TEST MESSAGES AND AUTOMATIC TELEPHONE DIALING SYSTEMS, AS THE LAW ALLOWS. YOU ALSO AGREE THAT WE MAY TRY TO CONTACT YOU IN THESE AND OTHER WAYS AT ANY ADDRESS OR TELEPHONE NUMBER YOU PROVIDE US, EVEN IF THE TELEPHONE NUMBER IS A CELL PHONE NUMBER OR THE CONTACT RESULTS IN A CHARGE TO YOU.

CUSTOMER SIGNATURE _____

+++++
 CASH () CHECK () CK NO () VISA ()
 MC () AMER EXPRESS () OTHER () CHARGE ()
 +++++

TOTAL LABOR....	450.91
TOTAL PARTS....	267.45
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	33.30
TOTAL MISC DISC	0.00
TOTAL TAX.....	18.73
TOTAL INVOICE \$ 770.39	

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246.00 Module
306.00 Labor
552.00

CUSTOMER SIGNATURE _____

