


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p>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>		<p>AGENCY USE ONLY 100148</p> <p>Date Received 03-MAR-2015</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10691927</p>							
<p>OWNER INFORMATION (Type or Print)</p>													
Name		Address		City		State		Zip Code		Daytime Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		CHALMETTE		LA		[REDACTED]		[REDACTED]		[REDACTED]	
Evening Telephone Number		<p>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).</p>											
<p>VEHICLE INFORMATION</p>													
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model		Model Year					
2B3CL3CGXBH [REDACTED]				DODGE		CHARGER		2011					
Date Purchased		Dealer's Name and Telephone Number				Engine:		Fuel Type:					
[REDACTED]		[REDACTED]				No: Cylinders		[REDACTED]					
Original Owner		Dealer's City		State		Zip Code		Incident Date(s)					
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		Multiple Failure:		04-DEC-2014			
Transmission Type		<input type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)					
[REDACTED]		<input type="checkbox"/> Cruise Control		[REDACTED]		[REDACTED]		04-DEC-2014					
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>													
Vehicle Component Code: 110000 ELECTRICAL SYSTEM								Failure Mileage		Failure Speed			
[REDACTED]								71000		40			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>													
Tire Make				Tire Model (Name or Number)				Tire Size (Example P215/65R15)					
DOT No. (Example: DOTM19ABC036)				<input type="checkbox"/> Original Equipment		Failure Location:		[REDACTED]					
[REDACTED]				<input type="checkbox"/> Prior Repair		[REDACTED]		[REDACTED]					
Tire Component Code								Tire Failure Type:					
[REDACTED]								[REDACTED]					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>													
Make:				Date Manufactured:				Model No./Name:					
[REDACTED]				[REDACTED]				[REDACTED]					
Seat Type:				Installation System:									
[REDACTED]				[REDACTED]									
Child Seat Component Code:				Failed Part:									
[REDACTED]				[REDACTED]									
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>													
Crash		Fire		Number of Persons Injured		Number of Deaths		Reported to Police					
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0		0		N					
<p>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).</p>													
<p>TL*THE CONTACT OWNS A 2011 DODGE CHARGER. THE CONTACT STATED THAT WHILE DRIVING AT 40 MPH, THE ALTERNATOR FAILED. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE ALTERNATOR WAS REPLACED. THE CONTACT STATED THAT AFTER THE VEHICLE WAS REPAIRED, THE ABS WARNING LIGHT ILLUMINATED. THE CONTACT RECEIVED NHTSA CAMPAIGN NUMBER: 14V634000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 71,000.</p>													
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>													
<p>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.</p>													

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

It's all in the letter

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

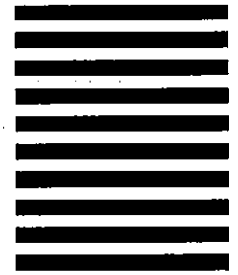
Official Business
Penalty for Private Use \$300



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.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Cover Letter

To whom it may concern;

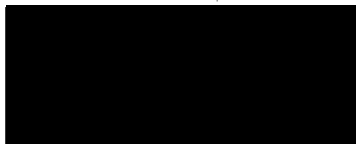
I'm writing you this letter, because I faxed a letter to your company on the concerns and problems that I've been having with my Dodge vehicle. The first Representative that I spoke with was very polite and kind. He did everything he could to try to help me even with giving me an Oil Change for 2 years, and like I told him that still didn't satisfy me. Either they buy back this vehicle or give me something to get another vehicle. On the second attempt I talk to a guy name Barry he was very rude and ignorant I asked to speak to a supervisor he played like there wasn't any available. I asked for the Corporate Office telephone number he said to me the number that I called was Corporate. All I wanted to know was anybody going to respond to a letter that was faxed over to your company on January 16. I was told it take 7 days before I can get a response. He also told me yall can't buy back my vehicle, with no explanation on why not. I told him this vehicle is a lemon after all these problems I have had with this car You are exactly RIGHT!!!!!! NOBODY WANTS THIS RAGEDY PIECE OF JUNK!!!!!!!!!! INCLUDING THE MAKER OF THE VEHICLE.

ALL IM ASKING can someone please correspond to my letter that was faxed.....

I need help im taking chance after chance in this car risking my life everyday I travel on the highway to and from work. If nothing don't be done im going to get my Attorney to assist me with a case.

P.S. The last Rep. told me to follow the lemon law booklet that's in the vehicle. I told her i didn't have one she insisted i did!!!!!! They were so RUDE and very UNPROFESSIONAL.

Thanks in Advance
Angry Customer



January 13, 2015

ATTN: Case# [REDACTED]

Dear Dodge,

Hi, Im writing this letter to inform you of all the problems that I'm having with my 2011 Dodge Charger that I purchased in January 2013. A couple of months after purchasing this Vehicle, my headlights went out due to the wire harness burning out. I replaced the harness out of pocket, and a few months later I get a RECALL on this same issue that I replaced months ago. When I sent in my receipts to get my refund it took three months to receive my refund back.

Sadly to say I purchased a LEMON!!!!!! this was the worst car you could've ever sold me.....

A few weeks later while driving, the gear shifts into another gear which is not on the dashboard. When it switches over, on the dashboard a fat dark line appears and the guide doesn't explain what is the line or what does it mean? This has happen to me a numerous of times just thinking maybe something moved the stick by mistake, but that's not the case. This last incident nothing touched the shift and it moved on its on. When it shifts like that the car start to pulls like the transmission is getting ready to go out. I have to pull out of traffic to the side of the road cut the vehicle off and restart to get it back into the right gear.

In the year of 2014 I've had so much trouble with this car. On the passenger side of the vehicle when turning all you hear is a rubbing noise, brought it to a mechanic to get it checked out. The mechanic tells me he see nothing wrong. All my tires was ok, but guess what? Im still hearing the rubbing noise that no one could possibly find what's wrong with it. Im driving with nothing on in the car all i hear is some noise that's very squeaky coming from the windshield which is strange to me. I have no cracks, no broken windshield, or nothing, but nobody can tell me where the noise is coming from. I can only hear the noise when driving. I tried to put the radio on to drown the noise, but that doesn't work.

In the begining of Dec. 2014, my family and I almost lost our lives in this vehicle.

On Dec. 3, 2014 at around 7:00 p.m. Wednesday night upon my boyfriend and [REDACTED] yr old disable son picking me up from work, as we was leaving my job the Battery Saftey Mode light flashed on the dashboard, so we continued driving not thinking nothing of it. The Battery Saftey Mode light flashed again, so i looked in the vehicle manuel to see what it meant no explanation. So we continue to drive home. We get maybe about 15 miles from my home and all the lights get dim, the radio shuts off and lights on the dashboard starts blinking. So we drove close as we could to get home, and car startled in the middle of moving traffic, we had to take and force it to the side of the road, because it was hard to steer. I had to get the car pulled to my front door where it wouldn't do anything after. I was so confused on what to do, because this never happen to me before. I started to Google what the issues was, and all the results was negative things about your company, and that it was the Alternator and Battery problem. So I called Chrysler to see if it was anything they could do to help me, and the Representative went on to tell me all the RECALLS that was placed on the car.

- 1)Alternator
- 2)Headlight harness wires
- 3)Seat Harness
- 4)Airbag

GOD KNOWS WHAT COULD HAPPEN NEXT!!!!!!!

So the lady goes on and on about the RECALLS and what I needed to do upon getting my vehicle fixed. Never once did she say that your company would pay for the vehicle to be towed within a 10 mile radius of your home. My opinion is, it shouldn't matter how far, because the car almost killed us.

On Thursday morning the tow truck came and towed it to the nearest dealership (Premiere Dodge). They ran a diagnostic test and calls me to tell me the Alternator and Battery needs to be replaced. I called Chrysler back to explained what was going on since I had a recall on the vehicle, and that it might speed up the process.

Since the dealership said they would be backed up didn't know how long I was going to be out of transportation. I then call Chrysler back to see if i can get a

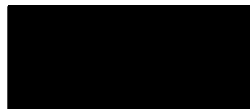
rental car, because I had Dr. Appts my son needed to attend and I had to go to work. They tells me we don't give out rental cars you need to call your Insurance Company or the Dealership to see if they could give me a loaner vehicle. Upon contacting them they also told me to call my Insurance Company they don't give loaner vehicles. So in the midst of all that I had to catch a ride with a [REDACTED] old who has Celbral Palsy and that's wheelchair bond, then get him to school, and myself to work. I see Chrysler don't give a good got !@#%\$ about the CUSTOMERS!!!!!!!!!!

Upon picking the car up on Saturday morning the servicemen tells me your good to go we changed the Alternator and put a new Battery in the car, but when the revised part comes in bring it back so we can replace it. REALLY!!!! So you telling me that the same part is back in the car and this same problem could happen again? Yes!! That's what he told to me. Then i start the vehicle up and the ABS light was on and the Tracking light was on that wasn't on before all this happen. I tells the serviceman that, and he says it didn't have to come on then my sensor was bad and I had to pay out of pocket for that to be fixed. Im not spending another penny on this vehicle. I tried to trade it in its not worth nothing. Nobody wants to give me anything for it.....

Im going to be in contact with my Attorney to see what else could I do!!!!!! This is Ridiculous i need a Reliable Vehicle i can travel in I have alot of Dr. Appts for my son and I work and Travel at night.

The next problem I hope its not DEATH!!!!!!!!!!!!!!!!!!!!!!

Thanks in Advance
Angry Customer



3.27.15

To Whom This may concern

Hi I'm sending the letter that explains every problem that I've had with this vehicle since 2013. I sent this same letter to Dodge. Some receipts I've sent to Dodge but I can't find my original copies.

As of 3.25.15 my alternator is going out for the second time within 10 months of replacement.

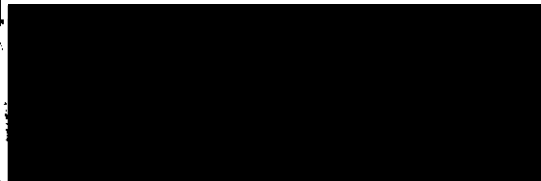
Dodge needs to stand up and fixed these automobiles better than what they have. Between 2013 of the sale of the vehicle I have had several recalls.

PLEASE Help ME!!!!
This vehicle is A Lemon!!!

Thank you

[REDACTED]

[REDACTED]



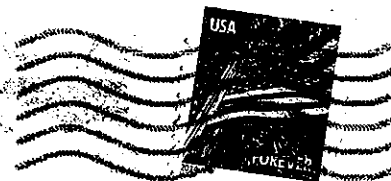
Charlottesville, VA [redacted]

W48-226

NEW ORLEANS LA 700

APR 7 2015

30 MAR 2015 PM 4 L



US Department of
Transportation
1200 New Jersey Ave SE
Washington, DC 20590

20590

