



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

**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

FOR AGENCY USE ONLY 100148

Date Received

Repository

15-JUN-2015

Reference No.

JUL 21 2015

10725379

**OWNER INFORMATION (Type or Print)**

Name

Address

City PORTAGE

State IN

Zip Code

Daytime Telephone Number

E-mail Address

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  
1B3HE78K28D

Make  
DODGE

Model  
CALIBER

Model Year  
2008

Date Purchased  
2010

Dealer's Name and Telephone Number  
HENRIE DODGE 269-441-8300

Engine:  
No: Cylinders  
4

Fuel Type:  
GAS

Original Owner

Dealer's City  
BATTLE CREEK MI

State  
MI

Zip Code  
49037

Transmission Type  
AUTO

Antilock Brakes  
 Cruise Control

Powertrain  
AWD

Multiple Failure:  
ROTTEN  
FRONT CROSSMEMBER

Incident Date(s)  
08-JUN-2015

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 162000 STRUCTURE: BODY, 161100 STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS

Failure Mileage  
149099

Failure Speed  
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)

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

0

0

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 2008 DODGE CALIBER. WHILE DRIVING 35 MPH, A PASSENGER HEARD A CRUNCHING SOUND UNDER THE VEHICLE. AFTER INSPECTING THE VEHICLE, THE CONTACT NOTICED THAT THE ENTIRE FRONT CROSS MEMBER WAS CORRODED, WHICH RESULTED IN THE FRAME BEING FRACTURED. THE CONTACT STATED THAT THE VEHICLE WAS INOPERABLE DUE TO THE CORROSION. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 149,099.

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 to 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.

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

ON SOME 8' I TOOK OFF THE RIGHT FRONT TIRE TO FIND OUT  
WHAT THE NOISE WAS, I WAS ~~GET~~ SHOCKED AT WHAT I SAW.  
THE CROSS MEMBER WAS CRACKED AND ROTTED THROUGH  
I WANT CHRYSLER DODGE TO FIX THE PROBLEM, THE  
CAR IS ONLY 7 YEARS OLD, I CAN TOW IT TO A DODGE  
DEALER TO GET AN ESTIMATE ON THE REPAIR JOB

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

S SUBURBAN

IL 604

13 JUL '15

PM 7 L



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.safercar.gov**

or call:

**Vehicle Safety Hotline  
888-327-4236**

**NHTSA**

SAFER CAR GOV