



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100748

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

Date Received: 17-JUL-2015

Repository

Reference No.
10734898

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: BUFORD State: GA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
 Evening Telephone Number: [REDACTED]

E-mail Address: [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: 2B3CL3CG2BH [REDACTED]
 Make: DODGE Model: CHARGER Model Year: 2011
 Date Purchased: 4-6-11 Dealer's Name and Telephone Number: Troncalli Dodge 678-244-4100 Engine: No: Cylinders: 6 Fuel Type: Flex Fuel
 Original Owner: Dealer's City: Cumming State: Ga Zip Code: 30040
 Transmission Type: automatic Antilock Brakes Powertrain: 3.6L V-6 Multiple Failure: yes Incident Date(s): 03-JUN-2015
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS) Failure Mileage: 68000 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
 DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
 Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
 Seat Type: [REDACTED] Installation System: [REDACTED]
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

FILLED GAS TANK ON WAY TO WORK. GOT IN CAR TO GO TO LUNCH AND NOTICED A STRONG GAS SMELL. CALLED MY HUSBAND (HE IS AN ASE CERTIFIED MASTER TECH, GM MASTER TECH.) HE INFORMED ME THERE MUST BE A FUEL LEAK. THEN THE CHECK ENGINE LIGHT CAME ON, HE PUT HIS SCANNER ON IT AND IT PULLED A CODE OF P0496 (SMALL LEAK DETECTED). THE SMELL WOULD GO AWAY WHEN THE GAS LEVEL WAS UNDER 1/2 TANK. WOULD ONLY FILL TO 1/2 AFTER THAT. AFTER A WEEK OR SO THE SMELL WOULD COME BACK WITH ONLY 1/2 TANK OF GAS. THE CHECK ENGINE LIGHT HAS STAYED ON ALL THIS TIME. HUSBAND PULLED THE REAR SEAT OUT ON JULY 11TH TO DISCOVER FUEL POOLING FROM THE RIGHT REAR PASSENGER FUEL MODULE, THE GAS WAS LEAKING THROUGH THE PLASTIC. CONTACTED THE DODGE DEALERSHIP AND THEY WERE UNAWARE OF ANY PROBLEMS LIKE THIS. JULY 12TH WE ORDERED A NEW BOSCH PREMIUM FUEL PUMP (PART# 67774). ON JULY 17TH I RAN THE FUEL DOWN SO ONLY 1 GALLON WAS LEFT IN TANK. LET THE CAR SIT FOR 2 HRS. HUSBAND REMOVED THE MAIN PUMP, WHICH FELL APART. UPON REMOVING THE PRIMARY FUEL PUMP (RIGHT SIDE) THE PRESSURE WAS SO STRONG IT BLEW FUEL ALL OVER HIM AND THE INTERIOR OF THE BACK SEAT. THE PUMP HOLDS FUEL PRESSURE FOR WAY TO LONG AFTER IT IS TURNED OFF. NOT TO MENTION THAT THERE IS ONLY 2 PIECES OF PLASTIC/FOAM BETWEEN THE FUEL PUMPS AND THE BACK SEAT. THAT, IN ITSELF IS DANGEROUS. IS THE EXCESSIVE PRESSURE WHAT CAUSED THE PLASTIC FUEL PUMP TO CRACK AND ALLOW THE FUEL TO POOL ON TOP? I LOV

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.



Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: **10734898**.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): 2B3CL3CG2BH [REDACTED]
Make / Model / Year: DODGE CHARGER 2011

2. Incident Information

Approximate Incident Date: 06/03/2015
Vehicle mileage at time of incident: 68,000
Vehicle speed at time of incident: (mph)
Affected Parts: Fuel/Propulsion System

Fire: No
Crash: No
Injury or Fatality: No

Tell us what happened:

Filled gas tank on way to work. Got in car to go to lunch and noticed a STRONG gas smell. Called my husband (he is an ASE Certified Master Tech, GM Master Tech.) he informed me there must be a fuel leak. Then the check engine light came on, he put his scanner on it and it pulled a code of P0496 (small leak detected). The smell would go away when the gas level was under 1/2 tank. Would only fill to 1/2 after that. After a week or so the smell would come back with only 1/2 tank of gas. The check engine light has stayed on all this time. Husband pulled the rear seat out on July 11th to discover fuel pooling from the right rear passenger fuel module, the gas was leaking through the plastic. Contacted the Dodge dealership and they were unaware of any problems like this. July 12th we ordered a new BOSCH Premium Fuel Pump (part# 67774). On July 17th I ran the fuel down so only 1 gallon was left in tank. Let the car sit for 2 hrs. Husband removed the main pump, which fell apart. Upon removing the primary fuel pump (right side) the pressure was so strong it blew fuel all over him and the interior of the back seat. The pump holds fuel pressure for way to long after it is turned off. Not to mention that there is only 2 pieces of plastic/foam between the fuel pumps and the back seat. That, in itself is dangerous. Is the excessive pressure what caused the plastic fuel pump to crack and allow the fuel to pool on top? I love my car but am very afraid to drive it now. I am not only concerned for my safety but also the safety of anyone sitting in the backseat (Kids/Grandkids). What if I get rear ended and there is a spark that ignites the pooled fuel, will Chrysler then issue a recall for this problem after my car explodes? There are several complaints on this website for the same issue. Can't the NHTSA do something to help?

3. Personal Information

Name: [REDACTED]
Email: [REDACTED]
Daytime Phone: [REDACTED]
Evening Phone: [REDACTED]
Address1: [REDACTED]
Address2: [REDACTED]
City, State, Zip: Buford, GA [REDACTED]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

Conversation w/
Dodge rep.



John Robert: Hi, my name is John Robert with Dodge Customer Care, How may I help you today?

I have a 2011 Dodge Charger with a fuel pump issue, Have there been complaints about this?

John Robert: None that I'm aware of. Have you contacted your dealership about this?

Yes, they say they haven't heard of any. The NHTSA shows several complaints about this. The fuel pump on the right side cracks, therefore causing fuel to pool up. This is scary enough but then to find out that between the fuel pump and the rear seat there are only 2 thin pieces of a foam/plastic material.

I first noticed this problem about June 3rd, after I filled my tank on my way to work. When I got in my car at lunch I noticed a VERY strong gas odor. My husband is an ASE Certified Master Tech and GM Certified Master Tech. when I got home he put his scanner on it since the check engine light was on, it pulled a code of P4096 indicating there was a small leak. Later he was able to pull out the backseat and found fuel pooled on top of the pump.

We order a new BOSCH Premium Fuel Pump, I ran the tank down to about 1 gallon of gas in it tonight let it sit for 2 hrs. He went to remove the defective fuel pump and the pressure was still so strong in the pump that is sprayed fuel all over him and the backseat of my car.

John Robert: I'm sorry to hear that happened. I searched the VIN you provided and could only find one open recall

John Robert: P60 ALTERNATOR

I am aware of that open recall. We had to replace that part before the recall was issued. Do you want me to still have the recall done?

John Robert: It's always best to have the recall inspected so it can be marked as complete.

It would be crazy to since Dodge already reimbursed me for the part. I don't know why they didn't MARK my VIN that the alternator had been replaced. But if I need to have it done again to show the recall as CLOSED I will .

Who can I contact regarding the fuel pump issue? I am afraid to drive my car, especially with passengers. If I get rear ended and there are any sparks it can ignite my car and cause it to catch on fire. I am sure Dodge doesn't want that kind of lawsuit.


John Robert: If you could contact your dealership they would be the best people to assist you with that.


You are not able to give me information of whom to contact concerning my issue?


John Robert: The best people to contact would be the dealership. They can diagnose the concern to see if it is related to any recalls that are out and if it isn't they will help us document it as a concern.


So I have to pay the dealership a few hundred dollars to diagnose the problem that my ASE Certified Master Tech husband already has. I'm sorry but I'm

not a fool with my money. Thanks for listening, I thought this website would be able to help.


 **John Robert:** I apologize you're not happy with the answer. what kind of solution were you looking for?

 [REDACTED] Considering there are numerous complaints on the internet and this IS a safety concern that Dodge would be working on a solution to the problem. I DO NOT believe that Dodge is unaware of this problem. I think they are waiting for the government to make them issue a recall.


 [REDACTED] There are Mercedes customers that have been having the same issue for the last couple of years, it was been all over the news, so since it is the same gas system I am sure Dodge is aware of the problem.

 **John Robert:** I can completely understand your concern. If my vehicle was acting the same why, I would be just as concerned. Every reason that you listed is why we ask you to go to the dealership. As this is over the internet we can not diagnose the vehicle. The dealerships can see and get into the vehicle to better understand the problem. In order to make sure it is documented the dealership files all types of repairs with us. Especially things that are out of the ordinary. By going to the dealership you are having your vehicle diagnosed, repaired, and if there isn't already a complaint or concern filed, you are starting it. This is the beginning of our recall process. I apologize for the length of this.

 [REDACTED] Thank-you hope you have a good evening.

 **John Robert:** Is there anything else I can do?

 [REDACTED] Afraid not.

 **John Robert:** Thank you for contacting us here at Dodge. I hope you have a great night!

RockAuto Order Confirmation
Order [REDACTED]

Go to the RockAuto *Catalog*



Sunday, July 12, 2015 09:18 AM Central Time

Ship To:

[REDACTED]

Buford, GA [REDACTED]
United States

[REDACTED]

Bill To:

[REDACTED]

Buford, GA [REDACTED]
United States

[REDACTED]

	Part Number	Part Type	Price EA	Core EA	Quantity	Total
2011 DODGE CHARGER 3.6L V6						
BOSCH	67774	Fuel Pump	\$ 178.89	\$ 0.00	1	\$ 178.89
Shipping	Priority Mail					\$ 7.14
Order Total						\$ 186.03
MasterCard						-\$ 186.03
Balance Due						\$ 0.00

Your MasterCard will be charged when your order ships. Your Card will be charged in US Dollars. If you live outside the US, the amount appearing on your bank statement may vary due to bank fees and conversion rates.

When the last item on your order ships, we will send an email listing tracking numbers for all the items on the order.

[Order Status & Returns](#)

To **CHECK ORDER STATUS, MAKE CHANGES, ARRANGE A RETURN or REPORT A PROBLEM** visit [REDACTED]

Please print this page as your receipt.

Thanks again for buying your auto parts at RockAuto!

[REDACTED]

1-608-661-1376

HENNESSY

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Washington, DC 20590

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