

 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		FOR AGENCY USE ONLY 100148 Date Received 20-JUL-2015		Repository ☐ Reference No. 10735161	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
EMPIRE		AL					
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				Make		Model	
2C3CDZAG1FH				DODGE		CHALLENGER	
Model Year		2015		Engine:		Fuel Type:	
Date Purchased		Dealer's Name and Telephone Number		No: Cylinders			
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:	
☐ Cruise Control						Incident Date(s)	
						12-JUN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 010000 STEERING						Failure Mileage	
						9102	
						Failure Speed	
						45	
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: DOTM9ABC036)		☐ Original Equipment		Failure Location:			
		☐ Prior Repair					
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	
☐ Yes ☒ No		☐ Yes ☒ No		0		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 2015 DODGE CHALLENGER. WHILE DRIVING 45 MPH, THE STEERING WHEEL SEIZED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER STEERING SHAFT NEEDED TO BE REPLACED, BUT THE PART WAS NOT AVAILABLE. THE CONTACT WAITED UNTIL THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 9,102.							
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)

I could not write in a few words just what problems the 2015 Dodge Challenger has caused. The power steering went out in the car. I could not steer the car. Even though the car was fixed, I am afraid, it will go out again. To me the car has a safety problem and I am a 79 year old lady and I am afraid to drive the car I will not drive the car. It is a safety hazard. The car is the responsibility of the Dodge manufacture.

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



**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**



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

CUSTOMER #: [REDACTED]

MALLOY

INVOICE

4009 Hwy 78 East · Jasper, AL 35501

Phone: (205) 221-0051

Fax: (205) 221-3141

EMPIRE, AL [REDACTED]

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HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1999 STEVEN EARL JOHNSON

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
PW7 Bright		15	DODGE CHALLENGER		2C3CDZAG1F		9107/9107		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
19DEC14 DD				17:00 29JUN15			105.00	CASH	29JUN15
R.O. OPENED			READY		OPTIONS: STK: ENG:ERB_3.6L_V6_24V_VVT_Engine TRN:DFL_8-SPD_AUTO_845RE_TRANS_(MAKE)				
13:38 12JUN15			16:50 29JUN15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C-STATES	THE POWER STEERING ASSIST OFF LIGHT IS ON	CAUSE:				
	800	REPLACED STEERING GEAR SHAFT. POWER STEERING IS WORKING AT THIS TIME					
	7649	WC	0.00				(N/C)
	DISCS	SERVICE DISCOUNT					(N/C)
	DISCP	PARTS DISCOUNT					(N/C)
	1	5154727AJ GEAR-RACK AND PINION					(N/C)

B	PERFORM	VEHICLE INSPECTION					
	99P	PERFORM VEHICLE INSPECTION					
	7649	ISP	0.00				(N/C)

C**	OIL AND FILTER SERVICE						
	CAUSE:						
	LOF	OIL AND FILTER SERVICE					
	7649	WC	0.30				(N/C)
	1	68191349AB FILTER-ENGINE OIL					(N/C)
	6	68101996AA *OIL-5W20					(N/C)

D**	PERFORM PCM FLASH UPDATE						
	CAUSE:						
	800	PERFORMED PCM FLASH UPDATE TSB 18-011-15					
	REV.A						
	7649	WC	0.00				(N/C)

E**	PERFORM TCM FLASH UPDATE						
	CAUSE:						
	800	PERFORMED TCM FLASH UPDATE TSB 21-006-15					
	REV.A						
	7649	WC	0.00				(N/C)

ARBITRATION AGREEMENT

Customer and Dealership agree that any and all disputes or claims arising from or relating to this purchase and/or these repairs shall be settled in accordance with the consumer rules of the American Arbitration Association and judgement upon the award rendered by the Arbitration may be entered in any court having jurisdiction thereof. Customer and Dealership agree that the parts involved in this purchase and/or these repairs traveled in interstate commerce. Customer and Dealership agree that Arbitration proceeding shall be conducted in Jasper, Alabama. The Customer Irrevocably waives his/her rights to a trial in court, either by judge or jury.

MALLOY CHRYSLER DODGE JEEP RAM reserves the right to litigate any claims arising out of or relating to the collection of unpaid charges for goods & service rendered and the enforcement of lien rights.

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.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

July 22, 2015

The Better Business Bureau.

My name is [REDACTED]

My address [REDACTED], Empire Al [REDACTED]

My Phone: [REDACTED]

I am writing to you concerning a problem I have had with a 2015 new Dodge Challenger I bought on Dec 19 2014 at Malay Ford Dodge Ram in Jasper Al. The vin number is 2C3DZAG1F [REDACTED]. On or around June 12 the power steering went out on the car I could not steer the car. I called Malay Ford in Jasper where the car was bought. The car company put the car on a machine. It showed up that the power steering gear had turned up. The company said you could still drive the car. I could not because I could not turn the steering wheel. My grand son could though so he had to take the car to be fixed. But before the parts came in around 2 weeks before. My grand son said mama the steering is working right. I said ^{ok} I will drive the car to Summiton Al, about 5 mile from Empire. I drove the car the steering worked fine till I got in the car to drive back home. I tried to pull out from where I was parked but I could not steer the steering wheel. The power steering had gone out again.

though the Malay Dealer fixed it. The lady called Malay Dealership while I was on hold. the Malay Dealership told her the best thing I could do was call the State of Al. Attorney General. On the 20th July I called the Attorney General office I explained that I felt like that the power steering defect was the Dodge warranty problem.

Attorney General office is sending me papers to fill out and send back to them.

On August 21 the State Attorney General sent back to me a letter stating that the case was closed. I do not think that is fair. I am afraid to drive the car I am afraid the power steering will go out again I can't control the car when the power steering goes out. ~~at~~ I will not drive the car at all no one drives the car it is sitting in my front yard.

On July 30 2015, I got a letter from Chase Auto Financing Company. I had sent them a letter explaining what happen to the power steering in the new 2015 Dodge Challenger. I told them how ~~upset~~ ^{upset} I was about the defect in the new car and how fearful I was to ever drive the car again even though the Malay Ford Dodge in Jaspur Al. fixed the car. I was still afraid that it might have that same problem again and I be driving the car and it might cause me to wreck. So I told them to just come and get the car. So I called Chase and told them how I felt about the car. They had not received my letter yet. The lady I talk to told me or explained to me that I would have to pay for the car if I voluntarily turned the car in and how it would ruin my credit. I payed all payments on time on the car and payed insurance on the car up till June I payed June and July insurance. I feel like the problem has caused me enough trouble and brought a fear for me to have to be responsibility for a car that I want drive anymore. I feel like I just bought a lemon of a car waiting on a accident to have. I feel like this is a warranty problem. The finance co. said they would wait and see what the Dodge Company decided. I will let them know what I hear.

I feel like the car is not my responsibility any more. The car has caused me several problems. All I know to say I don't believe I should have to pay for a car that should have had no problems. especially a serious problem like the power steering I can not steer the steering wheel. I also have a fear of what could happen if I have my family in the car and the power steering goes out again. I feel like I am just waiting on a accident to happen. I feel like this problem should be the Corporate Dealer problem I feel like I just got a lemon a defect in a car. I don't know what they will do but I can not pay for a car I am afraid to drive. I called the National Safety Highway Division the lady said the car had a defect. she filed a safety defect she gave me this number ODI 107-351-61. The lady said for me to call the Corporate Dealer 1-800-992-1997 reference to 825-011. I called they called Malay Ford. He said call the State of Ala. Attorney General. I did I am waiting on papers to fill out. The lady in that office said even though I had contacted B.B.B. I should go ahead and file with the State of Ala Attorney General.

Thank you

Phone [REDACTED] [REDACTED]

BIRMINGHAM AL 350

01 SEP 2015 PM 5 L



US DEPT of TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
Office of DEFECTS INVESTIGATION, NVS-210
1200 NEW JERSEY AVE SE.
WASHINGTON, D.C. 20077-9382

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