



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

20-JUL-2015

Repository ☐

Reference No.
10735372

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

HOWELL

State

NJ

Zip Code

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

2C3CCAAGXDH

Make

CHRYSLER

Model

300

Model Year

2013

Date Purchased

01/26/2013

Dealer's Name and Telephone Number

Sunset Chrysler

Engine:

No: Cylinders

6

Fuel Type:

Casoline

Original Owner

☒

Dealer's City

Sarasota

State

FL

Zip Code

Transmission Type

☒

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

29-JUN-2015

☒

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)

Failure Mileage
16960

Failure Speed
0

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).

THE ABS AND TRANSACTION LIGHT CAME ON. CALLED A LOCAL DEALER WHO SAID BRING IN FOR SERVICE. THREE MILES UP THE HIGHWAY THE CAR SUFFERED A TOTAL SYSTEM FAILURE. THE VEHICLE WOULD NOT GO INTO PARK OR ANY GEAR. THE TOWING COMPANY HAD PROBLEMS FLAT BEDDING THE CAR TO MY DEALER ROUTE 18 CHRYSLER IN EAST BRUNSWICK NJ. UPON REPAIR THE DEALER INDICATED THAT LEFT DRIVER SIDE ABS SYSTEM FAILED. THE ONBOARD COMPUTERS STORED DTTC CODES BOTH FOR THE TRANSMISSION AND ABS SYSTEMS. NO ONE KNOWS WHY THE TRANSMISSION FAILED TO ALLOW THE CAR TO BE DRIVEN. THERE IS A MAJOR SAFETY FLAW IN THIS VEHICLE THAT IS GOING TO RESULT IN A FATAL CRASH. I AM LUCKY TO BE ALIVE. CHRYSLER WAS NOTIFIED OF THIS PROBLEM BY ME.

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.

From: [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: JUNE 29 VEHICLE OWNER'S QUESTIONNAIRE
Date: Monday, September 14, 2015 2:29:36 PM
Attachments: [NITSHA120.pdf](#)

Questionnaire.

Maritza L. Marshall-Williams
BLF Technologies Inc.
on assignment with National Highway Traffic Safety Administration,
Dept. Of Transportation
W48-204
maritza.williams.ctr@dot.gov
Ph: 202-493-0317
Fax: 202-366-3081

From: [REDACTED]
Sent: Sunday, September 13, 2015 8:27 PM
To: DataQuality, DataQuality (NHTSA)
Subject: JUNE 29 VEHICLE OWNER'S QUESTIONNAIRE

GENTLEMEN

PER YOUR INSTRUCTIONS PLEASE FIND THE COMPLETED VEHICLE OWNER'S QUESTIONNAIRE FORM AND THE REPAIR ORDER.

I TRULY BELIEF THERE IS A SEVERE SAFETY ISSUE WITH THE DESIGN OF THIS VEHICLE. AN ABS SENSOR SHOULD NOT PROHIBIT A CAR FROM FUNCTIONING. THE SENSOR CAUSED A COMPLETE LOCKUP OF THIS VEHICLE.

I AM MORE THAN WILLING TO HELP IN YOUR INVESTIGATION INTO MY COMPLIANT. PLEASE FEEL FREE TO CONTACT ME FOR ANY ADDITIONAL INFORMATION.

SINCERELY YOURS

[REDACTED]

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Chrysler · Jeep · Dodge

400 Route 18 North
East Brunswick, NJ 08816
(732) 387-2600

SERVICE DEPARTMENT HOURS
8:00 a.m. to 6:00 p.m.
Monday - Friday

R/O Open Date	R/O Num
6/29/15	
R/O Close Date	Status
6/30/15	Pre-Invoice
Mileage In	Mileage Out
17080	17084
Service Advisor / Tag #	
RICH WARREN/5021	
Vehicle Identification Number	
2C3CCAAGXDH	
Delivery Date	In-Service Date
Color	License Number

VENICE, FL				Work Phone
				Home Phone
Year	Make	Model	Body	
2013	CHRYSLER	300	4DR SDN RWD	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED] #1 - Customer Reports: CUSTOMER STATEDS ABS TRACTION LIGHT SERVICE TRANS LIGHT ON. WILL NOT GO INTO GEAR/ABS LIGHT ALSO Corrected by Work performed by JOHN HOLDEN (002) Installed 4779643AB :SENSOR: ANTI-LOCK BRAKES Qty: 1 CONFIRM CUSTOMERS COMPLAINT TCM AND ABS IS LOADED WITH DTCS FOLLOWED TEST THAT BOTH MODULES SHARE THE SAME TEST CONCLUDED THAT THE LEFT REAR WHEEL SENSOR IS BAD, REPLACED SENSOR AND ROAD TESTED, CLEARED DTCS TRANS SHIFTS AS DESIGNED AND DID NOT GET ANY DTCS ***** * Thank you for taking a minute to post your review about * * your experience at Route 18 CJD * * DealerRater.com/rateus * *****	Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X