

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF



## INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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  
29-JUL-2015

Repository   
Reference No.  
10744512

### OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City MCDONOUGH 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  
2B3CL3CG0BH [REDACTED] Make DODGE Model CHARGER Model Year 2011

Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:

Original Owner  Dealer's City State Zip Code

Transmission Type  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s) 13-JUL-2015

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

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 110000 ELECTRICAL SYSTEM, ENGINE (PWS) Failure Mileage 61929 Failure Speed

### 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: DOTMAL9ABC036)  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).

I OWNED AND PURCHASED MY 2011 DODGE CHARGER SINCE 5-17-2014. ON 7-13-2015, MY SON WAS GETTING READY TO LEAVE ART INSTITUTES OF ATLANTA/DECATUR, THE 2011 CHARGER HE WAS OPERATING WOULD NOT CRANK. AFTER THE WRECKER ARRIVED TO GET READY AND TOW, THE CAR CRANKED AND HE MADE IT HOME FROM DECATUR, GA TO MCDONOUGH, GA. THE NEXT DAY, 7-14-2015, I TRIED TO START THE CAR AND IT WOULDN'T CRANK TILL I CALLED A WRECKER ON 7-16-15 TO TOW THE VEHICLE TO LANDMARK DODGE IN MORROW, GA. THEY CALLED ME ON 7-20-2015 AND INFORMED ME MY WARRANTY OR CHRYSLER WOULD NOT COVER THE ISSUE BOTHERING THE CAR (LOST ENGINE GROUND AND MELTED GROUND WIRE, LEFT SIDE ENGINE AT MOTOR MOUNT). THEY TESTED THE ELECTRIC SYSTEM, STARTER, STARTER WIRING AND RELAY, AND TIGHTENED ALL ENGINE GROUNDS, REPLACED ENGINE GROUND LEFT SIDE AT MOTOR MOUNT. IT WAS REPAIRED ON 7-20-2015. THE REPAIR CAME UP TO \$308.29 (PARTS AND LABOR). PLEASE INVESTIGATE THIS MATTER ON THE 2011 CHARGER BEFORE IT HAPPENS TO SOMEONE ELSE AND IT REALLY COSTED 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: Responding To Your Email, NHTSA: Follow up to ODI Complaint: ----10744512-----  
**Date:** Monday, September 14, 2015 2:34:14 PM  
**Attachments:** [2011 Dodge Charger Repair From Landmark Dodge of Morrow 7-20-15.pdf](#)  
[10744512.pdf](#)

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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](mailto:maritza.williams.ctr@dot.gov)  
Ph: 202-493-0317  
Fax: 202-366-3081

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**From:** [REDACTED]  
**Sent:** Saturday, September 12, 2015 3:12 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Responding To Your Email, NHTSA: Follow up to ODI Complaint: ----10744512-----

Dear To Whom It May Concern,

I am responding you your email, sent on 9-9-2015 for my complaint of default on my 2011 Dodge Charger SE. Here is my original complaint to the NHTSA hotline from 7-20-2015:

I OWNED AND PURCHASED MY 2011 DODGE CHARGER SINCE 5-17-2014. ON 7-13-2015, MY SON WAS GETTING READY TO LEAVE ART INSTITUTES OF ATLANTA/DECATUR, THE 2011 CHARGER HE WAS OPERATING WOULD NOT CRANK. AFTER THE WRECKER ARRIVED TO GET READY AND TOW, THE CAR CRANKED AND HE MADE IT HOME FROM DECATUR, GA TO MCDONOUGH, GA. THE NEXT DAY, 7-14-2015, I TRIED TO START THE CAR AND IT WOULDN'T CRANK TILL I CALLED A WRECKER ON 7-16-15 TO TOW THE VEHICLE TO LANDMARK DODGE IN MORROW, GA. THEY CALLED ME ON 7-20-2015 AND INFORMED ME MY WARRANTY OR CHRYSLER WOULD NOT COVER THE ISSUE BOTHERING THE CAR (LOST ENGINE GROUND AND MELTED GROUND WIRE, LEFT SIDE ENGINE AT MOTOR MOUNT). THEY TESTED THE ELECTRIC SYSTEM, STARTER, STARTER WIRING AND RELAY, AND TIGHTENED ALL ENGINE GROUNDS, REPLACED ENGINE GROUND LEFT SIDE AT MOTOR MOUNT. IT WAS REPAIRED ON 7-20-2015. THE REPAIR CAME UP TO \$308.29 (PARTS AND LABOR). PLEASE INVESTIGATE THIS MATTER ON THE 2011 CHARGER BEFORE IT HAPPENS TO SOMEONE ELSE AND IT REALLY COSTED ME.

The invoice in total came up to \$331.02 and my warranty company refused to cover

the parts and labor. I am attaching the following information to investigate my complaint:

1. 2011 Dodge Charger Repair From Landmark Dodge of Morrow 7-20-15
2. 10744512, Complaint File

Please contact me after you have received this email and started the investigation on the default.

**Thank you,**

[REDACTED]

**SGT, USA Retired**

[REDACTED]

**McDonough, GA**

[REDACTED]

[REDACTED]



6850 Mt. Zion Blvd.  
Morrow, GA 30260  
Direct Line: (678) 251-2270  
(770) 968-4900

**Always The Best Deal... Always**

LandmarkService.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR SHAWN LANGE	169754	TAG NO 3770	INVOICE DATE 07/20/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 61,929	COLOR RED/	STOCK NO. [REDACTED]
MCDONOUGH, GA [REDACTED]	YEAR / MAKE / MODEL 11/DODGE/CHARGER SE/4DR			DELIVERY DATE 07/05/11	DELIVERY MILES 59,601
[REDACTED]	VEHICLE I.D. NO. 2 B 3 C L 3 C G 0 B H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 07/17/15		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			
					MO: 61929

LABOR & PARTS  
J# 1 11D0Z EXHAUST SYSTEM TECH(S):586 293.79  
CST STATES THAT THE CAR WILL NOT START. NO CRANK AND NO START  
LOST ENG GROUND AND MELTED GROUND WIRE LT SIDE ENG AT MOTOR MOUNT  
TEST ELECT SYST, TEST STARTER AND STARTER WIRING AND RELAY, TIGHTN ALL ENG GROUNDS, REPLACE ENG GROUND LT SIDE AT MOTOR MOUNT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	736103	WIRE	4.83	4.83	4.83
JOB # 1	2	728035	TERMINALS	6.27	4.83	9.66
						NAPA 329132
						JOB # 1 TOTAL PARTS 14.49
						JOB # 1 TOTAL LABOR & PARTS 308.28

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
JOB # A SS SHOP SUPPLIES 21.58  
TOTAL - MISC 21.58

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.01 (+TAX)

TOTALS-----

LABOR: LIMITED WARRANTY  
We guarantee our service labor for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period we'll fix it free of labor charges.

PARTS:  
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. And the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

**PAID**  
PAID JUL 21 2015 PAID  
BY: CC QD

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 01/15/2016 / 62216 MI 27DQZ03 AIR FILTER \*  
\*\*\*\*\*

SCHEDULE YOUR NEXT VISIT AT WWW.LANDMARKSERVICE.COM 24/7

WE AT LANDMARK DODGE CHRYSLER JEEP HOPE YOU HAD A GREAT SERVICE VISIT! IF YOU HAVE ANY QUESTIONS OR CONCERNS-PLEASE SEE YOUR SERVICE ADVISOR

THANK YOU FOR CHOOSING LANDMARK DODGE CHRYSLER JEEP!

TOTAL LABOR....	293.79
TOTAL PARTS....	14.49
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	21.58
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.16
<b>TOTAL INVOICE \$</b>	<b>331.02</b>

CUSTOMER PAY COLLISION REPAIRS CARRY A LIFETIME WARRANTY TO THE ORIGINAL OWNER. CALL OUR COLLISION CENTER AT 678-251-2295 FOR AN ESTIMATE TODAY.

CUSTOMER SIGNATURE \_\_\_\_\_