

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    |                                                                                                                                                        |                   |                                                |                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------------------|---------------------------------|
| <br>U.S. Department<br>of Transportation<br><br>National Highway<br>Traffic Safety<br>Administration                                                                                                                                                                                                                                                                                                                                                                                            |                                    | <b>DOT Auto Safety Hotline</b>                                                                                                                         |                   | FOR AGENCY USE ONLY 100148                     |                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    | <b>Vehicle Owner's Questionnaire</b><br>To Report Vehicle Safety Defects<br>1-888-DASH-2-DOT<br>(1-888-327-4236)<br>INTERNET:www.nhtsa.dot.gov/hotline |                   | Date Received<br><br>18-SEP-2015<br>EB 12 2016 |                                 |
| <b>OWNER INFORMATION (Type or Print)</b><br>Name [REDACTED]<br>Address [REDACTED]<br>City OGDEN State UT Zip Code [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                    |                                                                                                                                                        |                   | Repository <input type="checkbox"/>            |                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    |                                                                                                                                                        |                   | Reference No.<br>10765080                      |                                 |
| 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).                                                                                                                                                                                                                                                                |                                    |                                                                                                                                                        |                   | Daytime Telephone Number [REDACTED]            |                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    |                                                                                                                                                        |                   | E-mail Address                                 |                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    |                                                                                                                                                        |                   | Evening Telephone Number                       |                                 |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                    |                                                                                                                                                        |                   |                                                |                                 |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side<br>2C3AA63H65[REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    |                                                                                                                                                        | Make<br>CHRYSLER  | Model<br>300                                   | Model Year<br>2005              |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Dealer's Name and Telephone Number |                                                                                                                                                        |                   | Engine:<br>No: Cylinders                       | Fuel Type:                      |
| Original Owner<br><input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Dealer's City                      |                                                                                                                                                        | State             | Zip Code                                       |                                 |
| Transmission Type<br><input type="checkbox"/> Antilock Brakes<br><input type="checkbox"/> Cruise Control                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Powertrain                         |                                                                                                                                                        | Multiple Failure: |                                                | Incident Date(s)<br>29-JUL-2015 |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                    |                                                                                                                                                        |                   |                                                |                                 |
| Vehicle Component Code: 100000 POWER TRAIN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                    |                                                                                                                                                        |                   | Failure Mileage<br>88000                       | Failure Speed                   |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                                                                                        |                   |                                                |                                 |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                    | Tire Model (Name or Number)                                                                                                                            |                   | Tire Size (Example P215/65R15)                 |                                 |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair                                                                   |                   | Failure Location:                              |                                 |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                    |                                                                                                                                                        |                   | Tire Failure Type:                             |                                 |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                    |                                                                                                                                                        |                   |                                                |                                 |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                    | Date Manufactured:                                                                                                                                     |                   | Model No./Name:                                |                                 |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                    | Installation System:                                                                                                                                   |                   |                                                |                                 |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                    | Failed Part:                                                                                                                                           |                   |                                                |                                 |
| <b>APPLICABLE INCIDENT INFORMATION</b><br>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                    |                                                                                                                                                        |                   |                                                |                                 |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                    | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                            |                   | Number of Persons Injured<br>0                 | Number of Deaths<br>0           |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    |                                                                                                                                                        |                   | Reported to Police<br>N                        |                                 |
| Narrative Description of Incident(S), Crash(es), and Injury(ies).<br>Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;<br>i.e, parts repaired or replaced (and if old part is available).                                                                                                                                                                                                                                                                                                    |                                    |                                                                                                                                                        |                   |                                                |                                 |
| TL* THE CONTACT OWNS A 2005 CHRYSLER 300. THE CONTACT STATED THAT THE GEAR SHIFTER FAILED TO MOVE FROM THE PARK POSITION. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE TRANSMISSION SHIFTER INTERLOCK LEVER FAILED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 88,000.                                                                                                                                                                                                                 |                                    |                                                                                                                                                        |                   |                                                |                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                    |                                                                                                                                                        |                   |                                                |                                 |
| 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. |                                    |                                                                                                                                                        |                   |                                                |                                 |

Dear NHTSA,

January 21, 2016

This broken gear shifter has caused me unbelievable grief!!!! The changes, hoops, problems and the run around was unreal!!!!

After calling the Chrysler Group Recall Assistance Center (1-800-853-1403) I was assured that the recall on this car, the K39, would be taken care of – NO PROBLEMS I was told, promised and guaranteed.

I take the car to the dealership (Larry H. Miller in Riverdale, UT) and am given the opposite story, we can't help you was the bottom line!!!

I call you by the grace of God I was told to by an Internet lead and now I am here filing with you and going through more time and anxiety.

The total bill for this thing is BEYOND what I have enclosed. How is anguish, my personal time running across the city several times, the humility, the frustration and the sheer complications of all this mess compensated for?

Unbelievable,

[REDACTED]

[REDACTED]

# STATEMENT INVOICE

September 19, 2015  
Statement # [101]

copy

My Own Mechanic  
1333 Lori Ln  
Ogden UT 84404

| DATE    | DESCRIPTION                                               | BALANCE                          | AMOUNT |
|---------|-----------------------------------------------------------|----------------------------------|--------|
| 9/19/15 | Replace interlock latch/gear shifter on 2005 Chrysler 300 | 2hrs X \$80.00 per<br>hour labor | 160.00 |

| CURRENT | 1-30 DAYS<br>PAST DUE | 31-60 DAYS<br>PAST DUE | 61-90 DAYS<br>PAST DUE | OVER 90 DAYS<br>PAST DUE | AMOUNT DUE |
|---------|-----------------------|------------------------|------------------------|--------------------------|------------|
|         |                       |                        |                        |                          | 160.00     |

## REMITTANCE

Statement # 101  
Date 9-19-2015  
Amount Due 160.00  
Amount Paid 160.00

THANK YOU FOR YOUR BUSINESS!

copy

# Reilly AUTO PARTS

PROFESSIONAL PARTS PEOPLE

OFFICE P.O. BOX 1156, SPRINGFIELD, MO. 65801  
PHONE (417) 862-3333



STORE PHONE # 801 621 0451  
ADDRESS: 145 NORTH WASHINGTON BLVD  
OGDEN UT 84404-3936  
REMIT TO: PO BOX 9464  
SPRINGFIELD MO 65801-9464

BILL TO

SHIP TO

999990

CASH SALE  
PLEASE TAKE OUR SURVEY  
SEE DETAILS BELOW

00000

INVOICE  
NUMBER

INVOICE  
TYPE

INVOICE  
DATE

DRT. CARD SALE

9/18/15

| COUNTER NO.                                                                                                                                                                                                                                                                                                                  | SPECIAL INSTRUCTIONS | SHIP VIA | CUSTOMER ORDER NO. | TIME OF ORDER | FILLED BY  | CHECKED BY |             |            |           |        |            |                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------|--------------------|---------------|------------|------------|-------------|------------|-----------|--------|------------|----------------|
|                                                                                                                                                                                                                                                                                                                              |                      |          |                    | 13:09:24      |            |            |             |            |           |        |            |                |
| TAX                                                                                                                                                                                                                                                                                                                          | R                    | QTY.     | LINE               | ITEM NUMBER   | UNIT MEAS. | CD.        | DESCRIPTION | LIST PRICE | NET PRICE | DISC % | CORE PRICE | EXTENDED PRICE |
| WE VALUE YOUR OPINION! ENTER TO WIN \$500 CASH @REILLYCARES.COM or 800-300-5904<br>ENTER 31042612037676, RULES AT @REILLYCARES.COM. DISPONIBLE EN ESPANOL.<br>1 DOR 924-706 EA INTRLOCK LTCH 59.31 34.99 34.99<br>DEBIT CARD VISAXXXXXXXXXX REF#: 52611477 169 AUTH CD:<br>TERMINAL ID:<br>Debit PIN Ent: Signature Required |                      |          |                    |               |            |            |             |            |           |        |            |                |
| TOTALS                                                                                                                                                                                                                                                                                                                       |                      |          |                    |               |            |            |             | 59.31      | 34.99     |        | SUB-TOTAL  | 34.99          |
| CUSTOMER COPY "We appreciate your business"                                                                                                                                                                                                                                                                                  |                      |          |                    |               |            |            |             |            |           |        | MISC.      |                |
| CUSTOMER SIGNATURE                                                                                                                                                                                                                                                                                                           |                      |          |                    |               |            |            |             |            |           |        | TAX / FEES | 2.40           |
|                                                                                                                                                                                                                                                                                                                              |                      |          |                    |               |            |            |             |            |           |        | TOTAL      | 37.39          |

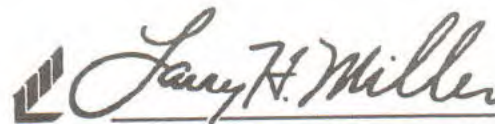
\*\*\*ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE\*\*\*

Visit Us At:

COPY

CUSTOMER #: [REDACTED]

\*INVOICE\*

Larry H. Miller

Chrysler Jeep Dodge Ram RIVERDALE

1481 W. Riverdale Road, Riverdale, UT 84405  
Service Direct (801) 398-2850 · Fax (801) 398-2808  
Main (801) 398-2800  
www.lhmchryslerriverdale.com

OGDEN, UT

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 789 KEVIN SELLERS

BUS: CE: SERVICE ADVISOR: 753 REVEN 0222

| COLOR       | YEAR       | MAKE/MODEL   | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|-------------|------------|--------------|---------------|---------|------------------|---------|-----------|
| BLACK       | 05         | CHRYSLER 300 | 2C3AA63H65H   |         | 84953/84953      | T280    |           |
| DEL. DATE   | PROD. DATE | WARR. EXP.   | PROMISED      | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 29NOV04 DD  |            |              | 07:30 18SEP15 |         |                  | CASH    | 18SEP15   |
| R.O. OPENED |            | READY        | OPTIONS: DLR: |         | ENG:5.7 Liter    |         |           |

06:56 18SEP15 09:36 18SEP15

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A RECALL-K39

CAUSE: NOT APPLICABLE

R624 RECALL-K39

422 W 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

(N/C)  
0.00

84953

THIS RECALL DOES NOT APPLY. GIVE EST ONLY \$179 PLUS TAX LABOR AND

PART

NOTED THAT THE ENG IS MAKING LOTS OF NOISES, KNOCK

\*\*\*\*\*

B RECALL R25

CAUSE: ORDERED PARTS

R624 RECALL

422 W 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

(N/C)  
0.00

84953 ORDERED PARTS ORDERED PARTS

\*\*\*\*\*

Thank you for your business!

It is important to us that you are completely satisfied with our work and how you were treated. Please take the time to return the Chrysler survey. Please let us know if there is any reason you could not give us a completely satisfied rating.

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM RIVERDALE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Riverdale, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

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   |

CUSTOMER COPY