

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



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

Date Received	Repository <input type="checkbox"/>
29-SEP-2015 NOV 19 2015	Reference No. 10778517

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	
City	HARRISON	State	MI	Zip Code	[REDACTED]
				Evening Telephone Number	

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 1B3HB28BX8D [REDACTED]	Make DODGE	Model CALIBER	Model Year 2008
Date Purchased 6-2009	Dealer's Name and Telephone Number Eric Henkel		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City Battle Creek	State Mi.	Zip Code
Transmission Type AUTO	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 10-SEP-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION	Failure Mileage 102000	Failure Speed 15
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2008 DODGE CALIBER. THE CONTACT STATED THAT ~~WHILE~~ ^{After} REVERSING OUT THE DRIVEWAY AT APPROXIMATELY 15 MPH, THE FRONT DRIVER SIDE TIRE DETACHED FROM THE VEHICLE. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE UNDER CARRIAGE WAS FRACTURED DUE TO RUST. ~~THE VEHICLE WAS NOT REPAIRED.~~ THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 102,000.

The vehicle was repaired at owner's expense.

Dodge Chrysler reimbursed the owner \$928.00

and proceeding down the road

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.

This letter was mailed to:

Richard Thornton
Head of operations
Customer Care
Chrysler Group LLC
CIMS 423-04-02
800 Chrysler Dr.
Auburn Hills, Mi. 48326

Mailed
10/14/15

October 12, 2015
Harrison, Mi.

This letter is prompted by an unprecedented incident that occurred while I was driving my 2008 Dodge Caliber. I pulled out of my driveway on October 10, 2015. I began to accelerate down the road. I heard a horrible crunching sound. I lost control of my vehicle. I was able to bring it to a sudden stop. I got out. I was SHOCKED to see the front driver side tire had broken free of the vehicle!! I was shaking and close to tears. My God, what would have happened if that would have broken on my way home from work that day? Or the afternoon before when I was traveling 70mph down the freeway? Yikes! I would have rolled my vehicle! I would have been seriously injured or KILLED!!

I immediately called a tow truck. My vehicle was blocking the road. I realized this was a serious mechanical failure. "Something" was leaking from underneath. "Did I rupture my

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oil pan, radiator, breakline?" The towing fee was \$75⁰⁰ at the scene. My vehicle was taken 15 miles to the local mechanic. How was I going to get to work the next morning? Obviously I was going to have to PAY for repairs to my car!

On the morning of the 11th I was SICK to be informed by the mechanic that repairs would most likely run around \$4,000⁰⁰! He stated the undercarriage of the car was rusted and broken. It would need to be replaced. There was also damage to the fender, hood, and driver door. You can not imagine how devastating this news was to me. I just finished paying for my vehicle in June. With nothing for collateral where would I get that kind of money??

I take care of my vehicle! I wash it weekly, keep it vacuumed on the inside. I regularly change the oil and have service work done on it. It only has 100,000 miles. Now through NO FAULT of my own. I am going to have to pay an enormous bill.

The mechanic suggested I call my insurance company to see if they would cover any of the repairs. The insurance company said they would only cover the damages from the "result" of the incident. They would not pay to repair damages which "caused" the incident.

The adjuster and mechanic said, as I believe too, "This NEVER should have happened." With the assistance of the adjuster, the mechanic was able to locate a used undercarriage. It was 50 miles away. I waited 14 days for the repairs. It cost me \$621.00 to have this installed on my vehicle. I need a vehicle to drive. What choice do I have but to pay for these repairs?

I then had to drive the vehicle 18 miles to a body shop authorized by the insurance company. The fender was replaced. The hood was straightened. The driver door was re-adjusted. All these parts were repainted. This meant another 6 days without a vehicle to drive. Do you have any idea what it is like to arrange rides to and from work

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for 3 weeks? I live in rural Northern Michigan.
No bus service or taxis here!

I am very upset by all of this. I called Dodge/
Chrysler customer service to see what they could do
to help me. I was infuriated to learn that your
company is aware that there is a "problem" with
rusting of the undercarriage of these vehicles?!

There is no "on-going" recall at this time. What
are you waiting for? Has someone already died in
your defective vehicle? I thank GOD it wasn't me!

The 2007 Caliber has an extended factory warranty.
The 2009 Caliber has a plastic covering over the
front carriage. What about the owners of the
2008's? Are we just "out of luck"? I easily
could have rolled that vehicle and been **KILLED!**

I picked up my Caliber from the body shop.
They could not perform an alignment on it because
the right front control arm/ball joint needed to be
replaced. What caused that??

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This cost me another \$227⁰⁰! Now I have \$928⁰⁰ of towing and repairs at my expense, \$1,226⁰⁰ for insurance repairs. Total repairs \$2,154⁰⁰.

I have owned many Dodge/Chrysler products over my lifetime. "The Company" is aware there is a "problem" with the Caliber. They have known it for a while. I am a victim of a manufacturer defect. I feel I have been used as a "crash test dummy". Because of the claim on my insurance no doubt my premiums will increase. Isn't that how it works?

Through "NO FAULT" of my own, Dodge/Chrysler has created multiple expensive problems for me. Let's not mention the anxiety and stress over this situation.

The question is.... "Do I feel safe driving my Caliber?" Why don't you let your mom, wife, or daughter drive one of these defective vehicles? How safe would you feel?

I strongly feel that Dodge/Chrysler owes me some compensation over this situation. I am very unhappy that your company put me in this quandry. I pray that no one gets killed as a result of your neglect to inform the public of your defective vehicles.

Sincerely,

[Redacted signature]

Case # [Redacted]



Photo of defective part.

FOX WRECKER SERVICE, INC.

3265 E. Hamilton Dr.
 P.O. Box 629
 HARRISON, MI 48625
 (989) 539-7119
 Tax ID #32-0269101

DATE 9-10-15	TIME 3:40	A.M. P.M.	REQUESTED BY Driver
LOCATION OF VEHICLE in Road			
NAME [REDACTED]		PHONE [REDACTED]	
ADDRESS [REDACTED]		ZIP [REDACTED]	
MILEAGE		SERVICE TIME	EXTRA PERSON
FINISH _____		FINISH _____	FINISH _____
START _____		START _____	START _____
TOTAL _____		TOTAL _____	TOTAL _____
YEAR 2008	MAKE / MODEL / COLOR Dodge Caliber orange		DRIVER [REDACTED]
STATE MI	LIC. NO. [REDACTED]	VEHICLE ID. NO. 1B34B28BX8D	
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input checked="" type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT		<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY	
SPECIAL EQUIPMENT <input checked="" type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY			
VEHICLE TOWED TO Merix			
REMARKS check # [REDACTED]		MILEAGE CHARGE	
		TOWING CHARGE	30.00
		LABOR CHARGE	
		STORAGE CHARGE	
		Hook	45.00
		TOTAL	75.00
AUTHORIZED SIGNATURE [REDACTED]			

Road Service

PRODUCT 613

AUTO REPAIR ORDER

DATE 10-13-18	INVOICE NUMBER [REDACTED]	WHEN PROMISED [REDACTED]	PHONE NUMBER/ACCOUNT NUMBER [REDACTED]
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MAXI MUFFLER
R & R Brakes & Exhaust L.L.C.
 Location: 233 S. First Street, Harrison MI 48625
 Facility # F160570
(989)539-8277

CUSTOMER INFORMATION

Name: [REDACTED]
 Street: [REDACTED]
 P.O. Box/Apt. #: [REDACTED]
 City State Zip: **Harrison, MI** [REDACTED]

				CUSTOMER'S INFORMATION			
QUAN.	PART NO.	NAME OF PART	PRICE	VEHICLE YEAR	MAKE	WRITTEN BY	
1	MAXI SS	SHOP SUPPLIES (\$8.00)		08	Dodge	Calibur	RANDY
1	1/2 R Rt Cont Arm			MECH. LIC. #	ODOMETER	VIN #	LIC. PLATE #
		Ball Joint	162.99	M236261			
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				LUBE	OIL CHANGE	TRANS FLUSH	AIR FILTER
<div style="border: 2px solid black; border-radius: 50%; width: 150px; height: 150px; margin: auto; display: flex; align-items: center; justify-content: center;"> PD CASH </div>							

	GAS, OIL & GREASE	ACCESSORIES	LABOR ONLY	55.00
	GALS GAS		PARTS	162.99
	OIL		CREDIT CARD FEE	
	LBS. GREASE		GAS, OIL GREASE	
	RETAIN PARTS <input type="checkbox"/>		MISC.	
	DESTROY PARTS <input type="checkbox"/>		SUBLET REPAIRS	
			TAX	9.78
	TOTAL ACCESSORIES-->		TOTAL	227.22

ESTIMATE AMOUNT * PARTS & LABOR >

CUSTOMER APPROVAL ON ABOVE WORK AND ESTIMATE [REDACTED]

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND [REDACTED] PERMISSION TO OPERATE THE CAR, TRUCK OR 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 CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

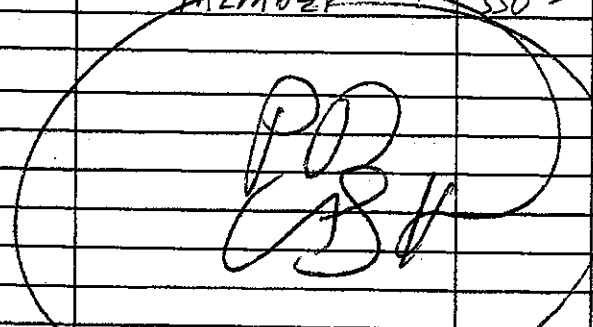
AUTO REPAIR ORDER

DATE 9-28-15	INVOICE NUMBER [REDACTED]	WHEN PROMISED [REDACTED]	PHONE NUMBER/ACCOUNT NUMBER [REDACTED]
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MAXI MUFFLER
R & R Brakes & Exhaust L.L.C.
 Location: 233 S. First Street, Harrison MI 48625
 Facility # F160570
 (989)539-8277

CUSTOMER INFORMATION

Name: [REDACTED]
 Street: [REDACTED]
 P.O. Box/Apt. #: [REDACTED]
 City State Zip: **Harrison, MI** [REDACTED]

QUAN.	PART NO.	NAME OF PART	PRICE	CUSTOMER'S INFORMATION			
				VEHICLE YEAR	MAKE	WRITTEN BY	
1	MAXI SS	SHOP SUPPLIES (\$8.00)		08	Dodge	Caliber	RANDY
	3/0 USED	H L-m cross		MECH. LIC. #	ODOMETER	VIN #	LIC. PLATE #
		MEMBER	350⁰⁰	M236261			
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				LUBE	OIL CHANGE	TRANS FLUSH	AIR FILTER
				NEED to check trans fluid CVT + 4			

TOTAL PARTS	350⁰⁰	GAS, OIL & GREASE	ACCESSORIES	LABOR ONLY	250⁰⁰
		GALS GAS		PARTS	350⁰⁰
		OIL		CREDIT CARD FEE	
		LBS. GREASE		GAS, OIL GREASE	
		RETAIN PARTS <input type="checkbox"/>		MISC.	
		DESTROY PARTS <input type="checkbox"/>		SUBLET REPAIRS	
				TAX	21⁰⁰
			TOTAL ACCESSORIES-->	TOTAL	621⁰⁰

ESTIMATE AMOUNT * PARTS & LABOR >

CUSTOMER APPROVAL ON ABOVE WORK AND ESTIMATE. [REDACTED]

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR 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 CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

