

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		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	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: NEW BRITAIN State: CT Zip Code: [REDACTED]		Date Received: 01-OCT-2015 Daytime Telephone Number: [REDACTED] Evening Telephone Number: [REDACTED]		Repository: ☐ Reference No.: 10779021 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 1C3CCCCG0FN [REDACTED]		Make: CHRYSLER		Model: 200	
Model Year: 2015		Date Purchased: 9-8-2014		Dealer's Name and Telephone Number: GENGATIS 860 289-7401	
Engine: No. Cylinders: 4		Fuel Type: REG GAS		Original Owner: [X]	
Dealer's City: East Hartford State: CT Zip Code: 06108		Transmission Type: Automatic		Antilock Brakes: ☒ Cruise Control: ☒	
Powertrain: [REDACTED]		Multiple Failure: [REDACTED]		Incident Date(s): 03-NOV-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM				Failure Mileage: 21,769	
				Failure Speed: 30	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make: [REDACTED]		Tire Model (Name or Number): [REDACTED]		Tire Size (Example P215/65R15): [REDACTED]	
DOT No. (Example: DOTM19ABC036): [REDACTED]		☐ Original Equipment ☐ Prior Repair		Failure Location: [REDACTED]	
Tire Component Code: [REDACTED]				Tire Failure Type: [REDACTED]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]		Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]	
Seat Type: [REDACTED]		Installation System: [REDACTED]			
Child Seat Component Code: [REDACTED]		Failed Part: [REDACTED]			
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: [REDACTED]	
				Number of Deaths: [REDACTED]	
				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 CHRYSLER 200. THE CONTACT STATED THAT THERE WAS A PROGRESSING FAILURE IN WHICH THE VEHICLE RANDOMLY WENT INTO A LOWER GEAR. THERE WAS A DRASTIC REDUCTION IN SPEED. THE CONTACT CONSTANTLY HAD TO PULL THE VEHICLE OVER TO RESTART THE VEHICLE TO PREVENT THE FAILURE. AS THE FAILURE WAS PROGRESSING, THE VEHICLE STALLED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO THE DEALER MORE THAN ONCE AND THEY WERE NOT ABLE TO REPLICATE AND DIAGNOSE THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND THEY PROVIDED NO REMEDY. THE VEHICLE WAS NOT REPAIRED. IN ADDITION, THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V470000 (ELECTRICAL SYSTEM) BUT THE PART WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS NOT AVAILABLE.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I purchased this car on 9/8/2014 because I didn't want to have car problems And I wanted a new car. I have had a lot problems with this car with recalls involving possible rollover, radio hacking. However in September 2015, I had two incidents where the car lost power and shut off without warning. Both times I was on the highway in heavy traffic which saved my life. The first time, Georges said they couldn't duplicate what I said happened. The 2nd time, I had to call a tow truck. They claim to have fixed it but I am still driving in fear

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

28 DEC 15
PM 5 L



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

LOT LOCATION:

CUSTOMER #:

GENGRAS

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INVOICE

460 Connecticut Blvd.
East Hartford, CT 06108
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PAGE 1

NEW BRITAIN, CT

HOME: CONT

BUS: CELL:

SERVICE ADVISOR: 4501 SETH BOOTH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
VELVET RED	15	CHRYSLER 200	1C3CCCCG0FM		21769/21775	T3267
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
08SEP14 IS			11:00 30SEP15		VARI	CASH
08SEP14 DL						23OCT15
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:	TRN:	AUTO
30SEP15	23OCT15					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES VEHICLE DIED ON HIGHWAY. ALL LIGHTS CAME ON IN DASH.
PULLED OVER AND HAD TOWED IN. RECIEVED NOTICE IN MAIL ABOUT
RECALL THAT DESCRIBES THIS CONDITION.

CAUSE: F

08906506 Wiring harness, engine compartment and
headlamp - Test and replace Main harness -
Headlamp to dash, All engines (2 - Skilled)

545 W

(N/C)

557 W

(N/C)

1 68171656AG WIRING-ENGINE

(N/C)

85410000 OPERATIONAL DIAG

545 W

(N/C)

SUBL chrysler rental vehicle PO

W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
21775

recall r24 not available at this time, pdc electric terminal cause
intermittent stall or shift issue. need r24 to perform service.

followed crysler procedure ON BEST PRICE FRIENDLY SERVICE

1. Place the vehicle in position to be lifted by an appropriate
hoist.

2. Disconnect and isolate the negative battery cable (Figure 19).

3. Remove and save the Power Distribution Cover (PDC)

4. Remove and save the plastic engine cover

Figure 19 ? Plastic Engine Cover / PDC Cover / Battery Cable

NEGATIVE BATTERY POST AND CABLE

POWER DISTRIBUTION COVER

PLASTIC ENGINE COVER

Safety Recall R24 - Power Distribution Center Electrical Connector

5. Remove and save the number one stud wire terminal retaining nut
on the Z-case fuse array

6. Remove and save the Z-case fuse array retaining nut

7. Disengage the Z-case fuse array retaining clips and separate the
Z-case fuse array assembly from the PDC

[] CASH [] CHECK CK NO. []
[] VISA [] MASTER CARD [] DISCOVER
[] AMER XPRESS [] OTHER [] CHARGE

Thank You for Your Business!

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
SUPPLIES/WASTE DISP.	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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VELVET RED	15	CHRYSLER 200	1C3CCCCG0FN		21769/21775	T3267	
DEL DATE	PROD DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08SEP14 IS							
08SEP14 DD			11:00 30SEP15		VART	CASH	23OCT15
R.O. OPENED	READY	OPTIONS: SOLD-STK: DLR: TRN:AUTO					
30SEP15	23OCT15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
8.							
9.							
CAUTION: The three PDC retaining bolts in the PDC are captured bolts that cannot be removed from the PDC. They can only be loosened. Do not attempt to remove the three PDC retaining bolts							
10.							
Release the plastic PDC retaining clips and lift the PDC top from the PDC tray. Service Procedure							
PDC and Z-Case Fuse Array							
NUMBER ONE STUD AND WIRE TERMINAL							
Z-CASE FUSE ARRAY RETAINING NUT							
PDC RETAINING BOLTS							
WHITE ELECTRICAL CONNECTOR							
Z-CASE FUSE ARRAY RETAINING CLIP							
Z-CASE FUSE ARRAY RETAINING CLIP							
POWER DISTRIBUTION CENTER							
Z-CASE FUSE ARRAY							
Safety Recall R24 - Power Distribution Center Electrical Connector							
Page 16							
11.							
12.							
Detach the wire harness push pins from the retaining bracket. Disconnect the wire harness ground terminal from the transaxle case							
13.							
Disconnect the round transaxle valve body connector.							
14.							
Remove and save the wiring harness bracket							
15.							
Disconnect the wiring harness push pins at the transaxle bellhousing.							
16.							
Disconnect the coolant tube bracket.							
17.							
Disconnect the transaxle control module connector.							
18.							
Lift the vehicle on the hoist.							
19.							
Remove and save the underbody splash shield (Figure 22).							
20.							
Disconnect the power steering electrical connectors at the steering gear.							
21.							
Disconnect the starter motor electrical connectors.							
22.							
Lower the vehicle from the hoist.							
23.							
Disconnect the transaxle gear shift cable at the cable anchor							

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 [] AMER XPRESS [] OTHER [] CHARGE

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
SUPPLIES/WASTE DISP.	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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VELVET RED	15	CHRYSLER 200	1C3CCCG0FN		21769/21775	T3267	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08SEP14 IS							
08SEP14 DD			11:00 30SEP15		VARI	CASH	23OCT15
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR: TRN: AUTO				
30SEP15		23OCT15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

GROUND TERMINAL

TRANSAXLE CASE

GEAR SHIFT ARM

UNDERBODY SPLASH SHIELD

24. Carefully remove and discard the original wire harness assembly from the vehicle.

25. Place the original wire harness next to the new wire harness

and verify that all the electrical connectors are the same

26. Place the new wire harness into position.

27. Connect the transaxle gear shift cable at the cable anchor point and the gear shift arm.

28. Raise the vehicle on the hoist

29. Connect the starter motor electrical connectors.

30. Connect the power steering electrical connectors at the steering gear.

31. Install the underbody splash shield. Service Procedure Wire Harness and Electrical Connectors

ELECTRIC POWER STEERING CONNECTOR EST PRICE \$0.60/UNIT REEL OF 1000

ELECTRIC POWER STEERING CAN-BUS CONNECTOR

TRANSMISSION CONTROL MODULE CONNECTOR

ICR RELAY CONNECTOR

STARTER SENSOR CONNECTOR

TRANSMISSION 26-WAY ORBITAL CONNECTOR

ENGINE-TO-TRANSMISSION INLINE CONNECTOR

ELECTRIC POWER STEERING GROUND TERMINAL

INSTRUMENT PANEL HARNESS-TO-TRANSMISSION INLINE CONNECTOR

POWER DISTRIBUTION CENTER CONNECTOR

ELECTRIC POWER STEERING BATTERY POSITIVE TERMINAL

Safety Recall R24 - Power Distribution Center Electrical Connector

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32. Connect the transaxle control module connector.

33. Connect the coolant tube bracket

34. Connect the wiring harness push pins at the transaxle

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☐ AMER XPRESS ☐ OTHER ☐ CHARGE

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ADJUSTMENT	
SUBLET AMOUNT	
SUPPLIES/WASTE DISP.	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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VELVET RED	15	CHRYSLER 200	1C3CCCCG0FN		21769/21775	T3267	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08SEP14 IS							
08SEP14 DD			11:00 30SEP15		VARI	CASH	23OCT15
R.O. OPENED		READY	OPTIONS:		SOLD-STK:	DLR:	TRN: AUTO
30SEP15		23OCT15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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bellhousing.

35. Install the wiring harness bracket.

36. Connect the round transaxle valve body connector.

37. Connect the wire harness ground terminal from the transaxle case.

38. Connect the wire harness push pins to the retaining bracket.

39. Snap the Power Distribution tray into position and install the three retaining bolts and tighten securely.

40. Disconnect the white electrical connector from the PDC.

41. Place the Z-case fuse array into position.

42. Install the Z-case fuse array retaining nut and tighten securely.

43. Place the B terminal on the number one stud.

44. Install the number one stud wire terminal retaining nut and tighten securely.

45. Install the Power Distribution Cover (PDC).

46. Verify the new wire harness routing to ensure that it is routed correctly.

47. Install the plastic engine cover.

48. Connect the negative battery cable to the negative battery post.

49. Continue with Section C. Electronic Power Steering Verification Test.

Safety Recall R24 - Power Distribution Center Electrical Connector

C. Electronic Power Steering Verification Test

1. Verify all accessories are turned off, the battery is fully charged and the charging system has a status of "charged".

2. Verify that the ignition is ?ON?.

3. Connect the wiTECH scan tool and start a session.

4. Using the wiTECH scan tool, record and then erase all Diagnostic Trouble Codes (DTCs) from all modules.

5. Start the engine and allow it to run for two minutes.

6. Turn the steering wheel from stop-to-stop twice, holding at each stop position for one second. Then return the steering wheel to the

[] CASH [] CHECK CK NO. []
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[] AMER XPRESS [] OTHER [] CHARGE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
SUPPLIES/WASTE DISP.	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
VELVET RED	15	CHRYSLER 200	1C3CCCCG0FN		21769/21775	T3267
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
08SEP14 IS						
08SEP14 DE		11:00	30SEP15		VARI	CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR:	TRN:	AUTO
30SEP15	23OCT15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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straight ahead position.

7. Turn the ignition OFF and wait five minutes.

8. Turn the ignition on and using the scan tool, read DTCs from all modules.

performed

we are recommending to take out the terminals 15 and 18 of the PDC C4 connector and drag test them on their respective pins. If they are loose, try to tighten them and if they cannot, then the harness may have to be replaced.

did not find issue and shop forman contacted star. was told everything was checked out correctly and recal is not available.

ordered entire engine harness to fix issue

B 16PT Multipoint inspection (according to maintenance interval)

16PT Multipoint inspection (according to maintenance interval)

557 CPC

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

21775 PERFORMED MULTIPPOINT INSPECTION

C RECALL Recall / CSN 1 R24 SAFETY RECALL R24 POWER DISTRIBUTION CENTRE ELECTRICAL CONNECTOR

CAUSE: P

RECALL Recall / CSN 1 R24 SAFETY RECALL R24 POWER DISTRIBUTION CENTRE ELECTRICAL CONNECTOR

557 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

21769 no part available at this time

☐ CASH ☐ VISA ☐ AMER XPRESS	☐ CHECK ☐ MASTER CARD ☐ OTHER	CK NO. ☐ ☐ DISCOVER ☐ CHARGE	DESCRIPTION LABOR AMOUNT PARTS AMOUNT ADJUSTMENT SUBLET AMOUNT SUPPLIES/WASTE DISP. TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	TOTALS
--	--	---	--	--------

Thank You for Your Business!

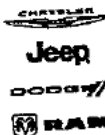
CUSTOMER SIGNATURE

LOT LOCATION:

CUSTOMER.#:

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
VELVET RED	15	CHRYSLER 200	1C3CCCCG0FN		21769/21775	T326
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
08SEP14 IS			11:00 30SEP15		VARI	CASH
08SEP14 DD						23OCT15
R.O. OPENED	READY	OPTIONS: SOLD-STK		DLR:	TRN: AUTO	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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D FREE Alignment Check

FREE Alignment Check

PARTS: 557 CPC 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

21775 ALIGN CHECK

QUALITY CHECKED BY:

THANK YOU FOR YOUR BUSINESS

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☐ VISA ☐ MASTER CARD ☐ DISCOVER
☐ AMER XPRESS ☐ OTHER ☐ CHARGE

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
SUPPLIES/WASTE DISP.	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

VEHICLE CHECKUP

Customer Name

R.O. Number

Phone

15 200
Vehicle Year/Model

VIN Number

Mileage

Date

- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable

VEHICLE CHECKUP

VEHICLE CHECKUP PLUS

Left Side Components:

- Left Rear Shock
- Left Rear Brakes
- Left Rear Tire Tread Depth /32nds
- Oil Change Interval Indicator Reset
- Steering/Suspension
- Left Front Wiper
- Wiper Washer Fluid
- Left Front Brake Pads
- Left Front Tire Tread Depth /32nds

Right Side Components:

- Right Rear Shock
- Right Rear Brakes
- Right Rear Tire Tread Depth /32nds
- Right Front Wiper
- Cabin Air Filter
- Right Front Strut
- Right Front Brake Pads
- Right Front Tire Tread Depth /32nds

Front End Components:

- Left Axle Boots
- Left Front Strut
- Battery Check
- Brake Fluid
- Power Steering Fluid
- Front Differential
- Hoses
- Motor Oil
- Belts
- Engine Coolant
- Air Filter
- Headlamps
- Right Axle Boots

Chassis Components:

- Rear Differential
- Transfer Case
- U-Joints
- Transmission Fluid
- Exhaust System

Other Components:

- Spare Tire Tread Depth /32nds
- Rear Wiper
- Taillamps

Notes:

R24 NOT AVAILABLE - INTERMITTENT STALL