

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) 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 17-NOV-2015 Repository ☐ Reference No. 10794490	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
WARREN		MI			
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		Make	Model	Model Year	
1C3CCCBG2FN		CHRYSLER	200	2015	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
5/11/2015	Mike Kiehl Roseville 586.859.2500		No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
☒	Roseville	MI	48066		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
☐ Cruise Control				02-NOV-2015 Ongoing	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage	Failure Speed	
			12000	45	
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	Failure Location:			
☐ Prior Repair					
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 WHILE DRIVING AT 45 MPH, THE TRANSMISSION FAILED AND THE ENGINE STALLED. IN ADDITION, THE VEHICLE SHIFTED INTO NEUTRAL. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THERE WAS A FAILURE WITH THE SOFTWARE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 12,000.					
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 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.					

(Including County and State Code)

WARREN, MI	ROSEVILLE CHRYSLER JEEP, IN
25800 CHRYSLER	48066

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes referred to as the lender) the amount financed and Finance Charge in full, funds according to the payment schedule below. We will charge your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Temp.	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CHRYSLER 200	10000	1C3CCEH15G5L10000	☐ Personal, family or household use ☐ Business ☐ Agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
12.36 %	\$ 11903.88	\$ 28255.00	\$ 40168.08	\$ 43418.08

Your Payment Schedule Will Be:			
Number of Payments	Amount of Payments	When Payments Are Due	First Payment Due
72	\$ 557.89	05/10/2015	

Or As Follows:

Later charge if payment is not received in full within 10 days after it is due, you will pay a late charge greater than or equal to the part of the payment that is late, whichever is greater.

Prepayment: If you pay off all your debt early you will not have to pay a penalty.

Security Interest: You are giving a security interest in the vehicle being purchased.

Additional Information: See the contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

Cash Price	\$ 29526.00
A. Taxable Part of Cash Price	
to Seller for Vehicle	\$ 29526.00
to Seller for Accessories and Installation Charge	\$ 0.00
to Seller for Document Preparation Fee	\$ 200.00
N/A for N/A	\$ 0.00
N/A for N/A	\$ 0.00
N/A for N/A	\$ 0.00
N/A for N/A	\$ 0.00
Total Taxable Part of Cash Price	\$ 29726.00
B. To Government Agencies for Sales Tax	\$ 1635.00
C. Non-Taxable Part of Cash Price	
to N/A	\$ 0.00
to N/A	\$ 0.00
to N/A	\$ 0.00
to N/A	\$ 0.00
to N/A	\$ 0.00
Total Non-Taxable Part of Cash Price	\$ 0.00
Total Cash Price	\$ 31361.00
Total Down Payment	\$ 0.00
Trade-In 2010 LINCOLN MKZ	
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ 13948.11
Less Pay Off Made By Seller	\$ 13948.11
Equals Net Trade-In	\$ 0.00

Insurance: You may buy the optional insurance insurance you choose who is authorized to sell insurance in Michigan. You are not required to buy any other insurance to obtain credit.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose the insurance, the cost is shown in item A of the itemization of Amount Financed. Credit life insurance is based on your age and payment schedule. The insurance may not pay all your own life insurance payments. Credit disability insurance does not cover an increase in your payment or in the number of payments.

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

Want the insurance checked above

Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

Want the insurance checked above

Company or Companies		Amount Due		Name of Gap Contract	
Life Insurance		N/A		N/A	
Disability Insurance		N/A		N/A	
B. Other Optional Insurance: Private Insurance Company or Companies		N/A		N/A	
C. Optional Gap Contract		N/A		N/A	
D. Official Fees Paid to Government Agencies		23.00		N/A	
E. Government Taxes Not Included in Cash Price		N/A		N/A	
F. Government License Fees and/or Registration Fees		115.00		N/A	
G. Government Certificate of Title Fees		N/A		N/A	
H. Prior Grant of Lease Finance Paid for		N/A		N/A	
I. Other Charges (Seller must identify who is paid and describe purpose)		N/A		N/A	
Total Other Charges and Amounts Paid to Others on Your Behalf		N/A		N/A	
5. Amount Financed - Principal Balance (See 4)		N/A		N/A	
6. Finance Charge (See 4)		N/A		N/A	
7. Total of Payments in Time Balance		N/A		N/A	
8. Payment Schedule: The payment schedule will be		N/A		N/A	
monthly beginning 06/10/2015		N/A		N/A	
or if scheduled payments are irregular or uneven, as follows:		N/A		N/A	

OPTIONAL: You pay no finance charge if the Amount Financed item is paid in full on or before 05/11/2015. Finance Year N/A. SELLER'S INITIALS: [Signature]

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED: This contract contains the terms of the sale. Any changes to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs: [Signature]
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from honoring any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

Warning: The insurance afforded hereunder does not cover liability for injury to persons or damage to property of others, unless so indicated hereon.

Notice To Buyer: Do not sign this contract in blank. You are entitled to 1 true copy of the contract you sign without charge. Keep it to protect your legal rights.

Buyer Signs: [Signature] Date: 05/11/2015 Co-Buyer Signs: [Signature] Date: [Signature]

Co-Buyers and Other Owners: A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to the lender.

Other owner signs here: [Signature] Address: [Signature]
Seller signs: ROSEVILLE CHRYSLER JEEP Date: 05/11/2015 [Signature]

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

CHRYSLER

RAM

Jeep



Dearborn, MI 48124

877.295.7806 313.562.3200

CUSTOMER NO.	ADVISOR DAVID S SMITH	7372	TAG NO. 5513	INVOICE DATE 08/26/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 7,340	COLOR GRAY/	STOCK NO.
WARREN, MI	YEAR / MAKE / MODEL 15/CHRYSLER/200/4DR SDN S FWD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 C 3 C C C B G 2 F N			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 08/26/15		
PREVIOUS OWNER	BUSINESS PHONE	COMMENTS			

LABOR & PARTS

RECOMMENDED MAINTENANCE
MAINT.
COMPLETED LUBE, OIL & FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	68191349-AB	FILTER EN 09057006	10.80	10.80
JOB # 1 TOTAL PARTS				10.80	
JOB # 1 TOTAL LABOR & PARTS				27.30	

RECALL #R40.
RECALL
PERFORMED RECALL #R40.COMPLETE.13R40182.

includes transmission complaint

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

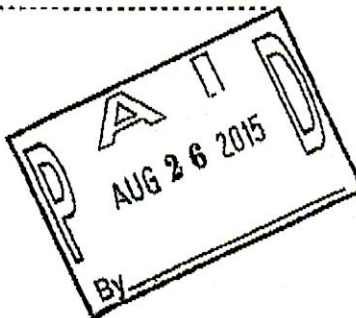
TIRE LIGHT STAYS ON.
INSPECTED.
FOUND NAIL IN RIGHT FRONT TIRE.TOO CLOSE TO SIDE WALL
NEEDS NEW TIRE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

G.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	5.0	5W30 MOTOR OIL	@ 2.350 /UNIT	11.75	11.75
TOTAL - GOG				11.75	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	HAZ	HAZARDOUS WASTE REMOVAL CHARGE		10.00
TOTAL - MISC			10.00	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$49.95 (+TAX)



The Manufacturer Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, 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.

\$25.00 per day storage fee for vehicles left longer than three days after completion date.

State Certification No. F103165

WARREN, MI

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18001 Mack Ave. • Detroit, MI 48224

(313) 884-7210

www.raylaethem.com

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 927 ROBERT CHANDONAI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREY	15	CHRYSLER 200	1C3CCCBG2FN [REDACTED]		10861/10861	T3485	
DET DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28JUL15 IS							
28JUL15 DL			16:18 25OCT15		103.00	CASH	27OCT15
P.O. OPENED		READY	OPTIONS:				

14:09 24OCT15 12:19 27OCT15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A. CUST STATES WHEN TRYING TO ACCEL ON FREEWAY VEHICLE WILL BE SLUGGISH THEN SLAM INTO GEAR CAUSE: INSPECTED TRANSMISSION SYSTEM. NO FAULTS PRESENT. NO SOFTWARE UPDATES AVAILABLE. INT. HARSH SHIFT TRANS. TRANSMISSION REPAIR 7617 HULL, GREGORY LIC#: M119176							

10861 INSPECTED TRANSMISSION SYSTEM, NO FAULTS PRESENT, NO SOFTWARE
UPDATES AVAILABLE. INT. HARSH SHIFT. SO PERFORMED QUICK LEARN.
TRANSMISSION SHIFTING PROPERLY AT THIS TIME, 85412101 UC 0.5, UC=HARSH
SHIFT

B. CUST STATES FEELING VIBRATION OVER 70 MPH

TIRE REPLACE TIRE

1770 GAROFALO, ANTHONY LIC#: M123775

ISP

(N/C)

10861 RIGHT REAR WHEEL IS BENT

C. MULTI POINT INSPECTION. PERFORM MULTI POINT INSPECTION AND CHECK

VEHICLE FOR SOFTWARE UPDATES WITH WITECH

MPI. MULTI POINT INSPECTION. PERFORM MULTI POINT

INSPECTION AND CHECK VEHICLE FOR SOFT WARE

UPDATES WITH WITECH

1770 GAROFALO, ANTHONY LIC#: M123775

ISP

(N/C)

For your convenience, we are open Saturday!

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The Manufacturer's warranty is the only warranty applicable to the parts installed and shall be determined solely by the terms of such warranty. Ray Laethem Chrysler Dodge Jeep Ram, disclaims all warranties, express or implied of statutory pertaining to the parts and labor described herein, including without limitation, implied warranties of merchantability and fitness. Ray Laethem Chrysler Dodge Jeep Ram, neither assumes nor authorizes any person to assume for it any obligation or liability in connection with such parts or labor. All repairs warranted for 90 days or 4000 miles, whichever occurs first. All original Chrysler replacement parts guaranteed 12 months or 12,000 miles whichever occurs first.

All repairs and parts listed were furnished in compliance with Michigan Auto Repair Act (P.A.300)
Repairs properly completed and checked by:

CUSTOMER SIGNATURE

DATE

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

INVOICE



ROSEVILLE CHRYSLER DODGE JEEP RAM
26800 GRATIOT AVE.
Between 10 & 10 1/2 mile
ROSEVILLE, MICHIGAN 48066
PHONE (588) 859-2500
www.mikerlehls.com

WARREN, MI

HOME:

BUS:

CONT:

CELL:

PAGE 1

SERVICE ADVISOR: 2441 LISA ROBERTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PAU Granit	15	CHRYSLER 200	1C3CCCBG2FN		12250/12253	T1966	
DEL DATE	PROD DATE	WARR EXP	ESTIMATED COMPLETION	PD NO	RATE	PAYMENT	INV DATE
11MAY15 DE			17:00 19NOV15		0.00	CASH	19NOV15

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
17NOV15	19NOV15	ENG:ERB 3.6L V6 24V VVT Engine	TRN:DFS 9-SPD 9HP48 AUTO TRANSMISSION	

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

A OWNER STATES SHADERS SUNROOF WITH VENT ON ITS OWN WHILE DRIVING. DOES NOT CLOSE ALL THE WAY AT TIMES- SEEMS LIKE SOMETHING IS LOOSE- RATTLES

231 MINOR REPAIRS

12250 SENT TO SHADERS FOR REPAIR- INSTALLED NEW MODULE AND REPLACED CLIP FOR RATTLE

B SUNROOF NOT FACTORY- WILL SEND TO SHADERS TO REPAIR INFO INFORMATION ONLY.

2441 C 0.00 0.00

C OWNER STATES ONE TIME RECENTLY WHILE DRIVING THE GEARSHIFT WENT INTO NEUTRAL, GEAR SHIFT LIGHTS WERE ALL LIT UP AND GOING BACK AND FORTH

231 MINOR REPAIRS

651 INGRAM, JOHN LIC#: M268976

C 0.00 0.00

12253 SHIFTER CHECKED FOR CODES AND UPDATES. FOUND NONE

D OWNER STATES VEHICLE IS STAMMING HARD INTO GEAR AT TIMES. DOES NOT ACTUALLY DIE OUT BUT SHIFTS VERY HARSH

231 MINOR REPAIRS

651 INGRAM, JOHN LIC#: M268976

C 0.00 0.00

12253 SHIFTING TOOK FOR TEST DRIVE, FELT NO HARD SHIFT- CHECKED FOR

CODES AND UPDATES FOUND NONE

E CUSTOMER STATES THERE ARE NO ENGINE LIGHTS/ TRANSMISSION LIGHTS ON/ VERY SPORATIC

WE WENT THROUGH OIL CHANGES AND TRUCKS AND HONOR FACTORY WARRANTIES

2441 C 0.00 0.00

F OWNER STATES THERE IS A VIBRATION AT 70-75 MPH

REPAIRS	ORIGINAL ESTIMATE SUMMARY	ACTUAL HOURS	AUTHORIZED ADDITIONS	TIME/DATE	DESCRIPTION	TOTALS
	PARTS	LABOR	TOTAL			
1					LABOR AMOUNT	
2					PARTS AMOUNT	
3					GAS, OIL, LUBE	
					SUBLET AMOUNT	
					MISC. CHARGES	
					TOTAL CHARGES	
					LESS ADJUSTMENT	
					SALES TAX	
					PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

REPAIRS PROPERLY COMPLETED AND CHECKED BY: ☒ AUTHORIZED REPRESENTATIVE

PARTS RETURN STATUS: ☐ SAVE ☐ DISCARD

SHOP SUPPLIES: A 10% charge is included for supplies used on your vehicle. Applicable items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, tape, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

AUTHORIZATION NUMBER: F-102474 4264077

CERTIFICATION: ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300) REPAIRS PROPERLY COMPLETED & CHECKED BY:

CUSTOMER COPY



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

