

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	
		Date Received 06-JAN-2016 MAR 13 2016	Repository ☐ Reference No. 10818503		
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
AUSTIN		TX			
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	
2C3CCAET3DH		CHRYSLER	300	2013	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
2-11-14	KIA RENT CAR 866-524-0930		No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
	RENT CAR	TX			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
A	☒ Cruise Control			31-DEC-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 112000 ELECTRICAL SYSTEM: ALTERNATOR/GENERATOR/REGULATOR				Failure Mileage	Failure Speed
				113600	
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 ☐ Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☒ Yes ☐ No	Number of Persons Injured	Number of Deaths	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 OWNED A 2013 CHRYSLER 300. THE CONTACT STATED THAT THE BRAKE WARNING LIGHT ILLUMINATED. UPON PULLING THE VEHICLE OVER TO INSPECT THE FAILURE, THE CONTACT NOTICED THAT THE ALTERNATOR ASSEMBLY WAS ON FIRE WHEN THE CONTACT CHECKED UNDER THE HOOD. THE CONTACT WAS ABLE TO ACCESS A FIRE EXTINGUISHER IN THE TRUNK OF THE VEHICLE AND EXTINGUISHED THE FLAMES. NO POLICE REPORT WAS FILED. THE VEHICLE WAS DESTROYED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INDICATED THAT THERE WAS A MANUFACTURER'S RECALL, BUT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V634000 (ELECTRICAL SYSTEM). THE MANUFACTURER PROVIDED NO REMEDY. THE APPROXIMATE FAILURE MILEAGE WAS 113,600.					
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.					

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

The alternator caught on fire. I had to pay a little over \$500 to get it out of the dealership. THAT SHOULD HAVE NOT BEEN MY BILL, DUE TO THEIR FAULTY EQUIPMENT. I BELIEVE THAT CHRYSLER OWES ME, THAT \$500. I WILL NEVER BUY ANOTHER CHRYSLER AGAIN!!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

AUSTIN
TX 787
02 MAR '16
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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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WASHINGTON, DC

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US Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation, NHTSA-210-128-100

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