



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

10-FEB-2016

Repository ☐

Reference No.
10825473

OWNER INFORMATION (Type or Print)

Name

Address

City LOCKPORT

State IL

Zip Code

Daytime Telephone Number

E-mail Address

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

2B3LJ54T79H

Make

DODGE

Model

CHALLENGER

Model Year

2009

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

01-JAN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)

Failure Mileage

63000

Failure Speed

65

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 OWNS A 2009 DODGE CHALLENGER. WHILE DRIVING AT 65 MPH, THERE WAS AN ABNORMAL NOISE COMING FROM THE FRONT OF THE VEHICLE. THE VEHICLE STALLED AND WAS DIAGNOSED BY AN INDEPENDENT MECHANIC. THE CONTACT WAS INFORMED THAT THE TIMING CHAIN TENSIONER FRACTURED, WHICH CAUSED THE CONNECTING ROD AND PISTON TO EXIT THE OIL PAN AND THE SIDE OF THE ENGINE BLOCK. THE VEHICLE WAS TOWED TO THE DEALER TO BE REPAIRED; HOWEVER, THE DEALER REFUSED TO REPAIR THE VEHICLE. THE VEHICLE WAS INCLUDED UNDER FCA RECALL P01 (ENGINE, TIMING CHAIN AND CHAIN GUIDE). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 63,000.

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.



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 failures(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



From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10825473
Date: Monday, February 29, 2016 10:35:46 AM
Attachments: [EVOQ EMAIL-MAILED RESPONSE.pdf](#)
[10825473.pdf](#)
[FCA Letter and Documents.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, February 29, 2016 10:12 AM
To: Abbew, Margaret CTR (NHTSA)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10825473

Questionnaire.

From: [REDACTED]
Sent: Sunday, February 28, 2016 9:26 PM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10825473

Hi, I have attached photos of the broken timing chain tensioner, the engine removed from the vehicle, and the hole in the engine block. Also attached is a letter from Chrysler denying this claim under the P01 recall and my formal response for damages prior to litigation. The unit is being repaired at my cost currently and I'll be seeking damages from Chrysler.

This is clearly Chrysler's manufacturing responsibility under the P01 recall. Chrysler refused to take the timing cover off of the vehicle while at the dealership for three weeks during their investigation; although, I stated the timing chain issue. The unit was removed from the dealership due to Chryslers inappropriate denial, disassembled for the malfunction cause, and photographed accordingly for litigation. My automotive credentials can be provided upon request.

[REDACTED]
[REDACTED]
[REDACTED]

From: EVOQ@dot.gov [<mailto:EVOQ@dot.gov>]
Sent: Friday, February 26, 2016 10:53 AM
To: [REDACTED]
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10825473

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

[REDACTED]
Lockport, IL [REDACTED]

February 14, 2016

Lisa Martinez
Special Investigations
Fiat Chrysler Automobiles
P.O. Box 21-8004
Auburn Hills, MI 48321

RE: CAIR: [REDACTED]
VIN: 2B3LJ54T79H [REDACTED]

Dear Lisa Martinez:

Per your letter dated February 5, 2016, you stated that you have reviewed an inspection report of my 2009 Dodge Challenger which I believe was provided by Bill Bodack from EAA. Although I have requested it, I have yet to receive a copy of the report detailing the diagnosis provided by EAA on the mechanical breakdown. While I understand you have denied that this mechanical failure is due to a manufacturing recall, this letter is requesting you re-evaluate your position on the matter for the following:

- A. The third party inspector has not verified if the timing chain and/or guides malfunctioned in the vehicle which is part of the P01 internal FCA recall.
- B. The third party inspector did not acknowledge the broken timing chain guide sitting in the oil pan during his inspection, otherwise you should have approved this claim.
- C. The third party inspector is not ASE certified to my knowledge, but rather simply scans vehicles for fault codes and gives a visual look over items.
- D. Due to FCA not approving a tear down of the engine, Tyson Motors has not verified if the unit has a timing problem which I have brought forth to FCA on my initial contact.
- E. The unit has been removed from Tyson Motors on February 12, 2016 due to FCA refusing to authorize a tear down. The unit has been dis-assembled for a proper diagnosis of the mechanical breakdown and photographs of the damaged parts.
- F. The timing chain guides have broken allowing the unit to jump timing resulting in the mechanical breakdown.
- G. The vehicle will require a long block replacement which has already been ordered along with exterior body repairs due to a mechanical failure and FCA's manufacturing responsibility.

H. I am ASE certified to properly diagnose the mechanical breakdown and repairs required on this unit. I am also a court certified auto appraiser for insurance and legal matters.

As detailed above and verified with photos, this is in-fact due to your P01 recall issue and FCA is the responsible party for the mechanical breakdown on this vehicle and all subsequent damages. EAA nor Tyson Motors have properly diagnosed the mechanical failure in this automobile per industry standards. I have attached photographs of the damaged chain guide and timing mis-alignment for your review. I have given FCA a three-week opportunity to resolve the matter by leaving the vehicle at Tyson Motors located in Shorewood, IL from January 23, 2016 through February 12, 2016. At this time, the unit is being repaired at Krier Motorsports Inc and I have attached the estimate information for the required repairs.

This is a financial demand request to eliminate further litigation over the matter as FCA is the responsible party under recall P01. The engine damage is \$9,235.26 and the exterior body damage is \$6,518.38 for a total of \$15,753.64. I do wish to resolve this matter amicably with FCA and request payment for the damages by March 14, 2016 to settle the matter.

If you still find that you cannot offer support in the matter after reconsidering your position, I will seek legal action against Tyson Motors, FCA, and the third-party inspector (Bill Bodack from EAA) for the items stated above, all legal fees, and loss of use. This will also include punitive damages for the attempted cover up and/or improper diagnosis on the mechanical breakdown covered under the FCA recall P01 which has been incorrectly diagnosed and wrongfully denied. Furthermore, I will also forward all items to the NHTSA, FTC, Illinois Attorney General, and social media to locate others having the same issues with FCA for potential class action status. I look forward to your response and resolution in the matter.

Thank you for your time.

Sincerely,

[REDACTED]

[REDACTED]

Enclosure:

EX1: Engine Damage Estimate
EX2: Body Damage Estimate
EX3: Tyson Motors Invoice [REDACTED]
EX4: FCA P01 Recall
EX5: FCA Recall Search by VIN
EX6: FCA Letter Feb. 5, 2016
EX7: Photos of Damages

Ex 1

KRIER MOTORSPORTS
900 BRIAN DR.
CREST HILL, IL 60403
TEL: (815) 955-3349 FAX: 888-505-1599
EMAIL: AICLAIMS@HOTMAIL.COM

*** PRELIMINARY ESTIMATE ***

02/14/2016 11:30 AM

Owner

Owner: [REDACTED]
Address: [REDACTED]
City State Zip: Lockport, IL [REDACTED]

Work/Day: [REDACTED]
FAX: [REDACTED]

Control Information

Claim #: [REDACTED]
Loss Date/Time: 01/01/2016
Deductible: None
File #: [REDACTED]

Insured Policy #: [REDACTED]
Loss Type: Other

Accounting #: [REDACTED]

Inspection

Inspection Date: 02/13/2016
Inspection Location: Shop
Primary Impact: Non-Collision

Inspection Type: Direct Repair Program
Contact: [REDACTED]
Secondary Impact: [REDACTED]

Appraiser Name: [REDACTED]

Appraiser License #: [REDACTED]

Repairer

Target Complete Date/Time: [REDACTED]

Days To Repair: 9

Vehicle

2009 Dodge Challenger R/T 2 DR Coupe
8cyl Gasoline 5.7 HEMI
5 Speed Automatic

Lic Expire: [REDACTED]
Prod Date: [REDACTED]
Veh Insp#: [REDACTED]
Condition: Good
Ext. Color: STONE WHITE
Ext. Refinish: Two-Stage
Ext. Paint Code: PW1

VIN: 2B3LJ54T79H [REDACTED]
Mileage: 63,367
Mileage Type: Actual
Code: N1313D
Int. Color: Dark Slate Gray
Int. Refinish: Two-Stage
Int. Trim Code: RLDV

Options - AudaVIN Information Received

AM/FM CD Player
Aluminum/Alloy Wheels
Auto Headlamp Control
Cruise Control
Floor Mats
Head Airbags
Illuminated Visor Mirror

Air Conditioning
Amplifier
Bucket Seats
Dual Airbags
Fog Lights
Heated Front Seats
Intermittent Wipers

Alarm System
Anti-Lock Brakes
Center Console
Engine Block Heater
Halogen Headlights
Heated Power Mirrors
Keyless Entry System

Leather Steering Wheel	Lighted Entry System	Limited Slip Differential
MP3 Decoder	Power Brakes	Power Door Locks
Power Drivers Seat	Power Steering	Power Windows
Rear Spoiler	Rear Window Defroster	Rem Trunk-L/Gate Release
Side Airbags	Sirius Satellite Radio	Split Folding Rear Seat
Stability Cntrl Suspensn	Tachometer	Tilt & Telescopic Steer
Tinted Glass	Traction Control System	Upgraded/Addl Speakers
Velour/Cloth Seats		

AudaVIN options are listed in bold-italic fonts

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
Cooling And Air Conditioning										
1	EC	724		Hose,Radiator Upper	Replace Economy	INC*			0.1	ME*
2	EC	723		Hose,Radiator Lower	Replace Economy	INC*			0.6	ME*
3	N	968		A/C Evac Rechrq & Rcvr	Additional Labor				1.8	ME
Front Body And Windshield										
4	RI	83		Hood Panel R & I	R & I Assembly				0.5	ME*
Engine And Components										
5	EC	762	46	Pump,Engine Coolant	Replace Economy	INC*			1.4	ME
6	RI	733		Compressor,A/C	R & I Assembly				0.2	ME
7	RI	781		Alternator Assembly	R & I Assembly				INC	ME
8	RI	1667		Starter Assembly	R & I Assembly				INC	ME
9	RI	760		Cover,Engine	R & I Assembly				INC	ME
10	EC	778	49	Pan,Engine Oil	Replace Economy	\$179.99*			1.9	ME
11	EC	779		Gasket,Oil Pan	Replace Economy	\$42.00*			INC	ME
12	RI	787		Rail,Fuel Injection	R & I Assembly				0.5	ME
13	RI	821		Manifold,Intake	R & I Assembly				2.2	ME
14	RI	786		Air Cleaner Assembly	R & I Assembly				INC	ME
15	RI	807		Hose,Air Duct	R & I Assembly				INC	ME
16	RI	811		Manifold,Exhaust LT	R & I Assembly				0.9	ME
17	RI	812		Manifold,Exhaust RT	R & I Assembly				0.9	ME
18	RI	813		Shield,Manifold Heat LT	R & I Assembly				INC	ME
19	RI	814		Shield,Manifold Heat RT	R & I Assembly				INC	ME
20	RI	1857		Tensioner,Belt	R & I Assembly				0.2	ME
21	RI	1751		Cover,Valve LT	R & I Assembly				0.6	ME
22	RI	1752		Cover,Valve RT	R & I Assembly				0.6	ME
23	RI	784		Pump Assy,Power Strg	R & I Assembly				0.3	ME
24	RI	785		Reservoir,P/S Pump	R & I Assembly				0.4	ME
25	EC	1904	46	Belt,Drive	Replace Economy	INC*			INC	ME
Engine Mounts										
26	RI	851		Mount,Engine LT	R & I Assembly				0.3	ME
27	RI	852		Mount,Engine RT	R & I Assembly				0.3	ME
Section Replacement & Refinish										
28	EU	776		Engine Assembly	Replace Recycled	\$3,490.00*	+25.00		13.0	ME
				>> REAMN ENGINE ASSEMBLY (844) 774-4753						
Manual Entries										
29	EC	M20		Anti-Freeze-Coolant	Replace Economy	\$30.00*				ME*
30	EC			Fluid, Transmission	Replace Economy	\$15.00*				ME*
31	SB			Fluid, Oil Change	Sublet Repair	\$40.00*				ME*
32	EC			Fluid, Power Steering	Replace Economy	\$10.00*				ME*
33	SB			Core Charge	Sublet Repair	\$660.00*				ME*
34	EC			Install Kit	Replace Economy	\$325.00*	+25.00		INC*	ME*

>> REQUIRED FOR WARRANTY (844) 774-4753					
35	SB	Towing from Scene	Sublet Repair	\$275.00*	ME*
36	SB	Towing to Tyson	Sublet Repair	\$125.00*	ME*
37	SB	Towing from Tyson	Sublet Repair	\$125.00*	ME*
38	E	Motor Mount Bolts	Replace OEM	\$15.00*	ME*
39	E	Stud, Manifold/Cat	Replace OEM	\$13.04*	ME*
40	E	Nut, Manifold/Cat	Replace OEM	\$11.88*	ME*
41	E	Stud - Mtd Exh Manifold	Replace OEM	\$15.00*	ME*
42	E	Bolt - Mtg Exh Manifold	Replace OEM	\$15.00*	ME*
42	Items				

MC Message

46 PRINTABLE ALTERNATE PARTS COMPARE
49 UNPRINTED ALTERNATE PARTS COMPARE

Estimate Total & Entries

Gross Parts	\$69.92	
Other Parts	\$4,091.99	
Line Item Markup	\$953.75	
Parts & Material Total		\$5,115.66
Tax on Parts & Material	@ 7.000%	\$358.10

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$50.00				
Mech/Elec (ME)	\$95.00	24.9	1.8	26.7	\$2,536.50
Frame (FR)	\$60.00				
Refinish (RF)	\$50.00				
Labor Total				26.7 Hours	\$2,536.50
Sublet Repairs					\$1,225.00
Gross Total					\$9,235.26
Less: Deductible					None-
Net Total					\$9,235.26

Alternate Parts Y/03/00/00/03/00 CUM 03/00/00/03/00 Zip Code: 60435 Geo 60435
SPPL Yes Zip Code: 60435 Default

Audatex Estimating 7.0.712 ES 02/14/2016 11:50 AM REL 7.0.712 DT 01/01/2016 DB 02/01/2016
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Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = Replace Recycled
TE = Partial Replace Price	PM = Replace PXN Reman/Reblt	UM = Replace Reman/Rebuilt

L = Refinish
TT = Two-Tone
BR = Blend Refinish
CG = Chipguard
AA = Appearance Allowance

PC = Replace PXN Reconditioned
SB = Sublet Repair
I = Repair
RI = R & I Assembly
RP = Related Prior Damage

UC = Replace Reconditioned
N = Additional Labor
IT = Partial Repair
P = Check



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Cx2

KRIER MOTORSPORTS
900 BRIAN DR.
CREST HILL, IL 60403
TEL: (815) 955-3349 FAX: 888-505-1599
EMAIL: AICLAIMS@HOTMAIL.COM

*** PRELIMINARY ESTIMATE ***

02/14/2016 11:30 AM

Owner

Owner: [REDACTED]
Address: [REDACTED]
City State Zip: Lockport, IL [REDACTED]

Work/Day: [REDACTED]
FAX: [REDACTED]

Control Information

Claim #: [REDACTED]
Loss Date/Time: 01/01/2016
Deductible: None
File #: [REDACTED]

Insured Policy #: [REDACTED]
Loss Type: Other
Accounting #: [REDACTED]

Inspection

Inspection Date: 02/13/2016
Inspection Location: Shop
Primary Impact: Front

Inspection Type: Direct Repair Program
Contact: [REDACTED]
Secondary Impact: [REDACTED]

Appraiser Name: [REDACTED]

Appraiser License #: [REDACTED]

Repairer

Target Complete Date/Time: [REDACTED]

Days To Repair: 15

Vehicle

2009 Dodge Challenger R/T 2 DR Coupe
8cyl Gasoline 5.7 HEMI
5 Speed Automatic

Lic Expire: [REDACTED]
Prod Date: [REDACTED]
Veh Insp#: [REDACTED]
Condition: Good
Ext. Color: STONE WHITE
Ext. Refinish: Two-Stage
Ext. Paint Code: PW1

VIN: 2B3LJ54T79H [REDACTED]
Mileage: 63,367
Mileage Type: Actual
Code: N1313D
Int. Color: Dark Slate Gray
Int. Refinish: Two-Stage
Int. Trim Code: RLDV

Options - AudaVIN Information Received

AM/FM CD Player
Aluminum/Alloy Wheels
Auto Headlamp Control
Cruise Control
Floor Mats
Head Airbags
Illuminated Visor Mirror

Air Conditioning
Amplifier
Bucket Seats
Dual Airbags
Fog Lights
Heated Front Seats
Intermittent Wipers

Alarm System
Anti-Lock Brakes
Center Console
Engine Block Heater
Halogen Headlights
Heated Power Mirrors
Keyless Entry System

Leather Steering Wheel	Lighted Entry System	Limited Slip Differential
MP3 Decoder	Power Brakes	Power Door Locks
Power Drivers Seat	Power Steering	Power Windows
Rear Spoiler	Rear Window Defroster	Rem Trunk-L/Gate Release
Side Airbags	Sirius Satellite Radio	Split Folding Rear Seat
Stability Cntrl Suspensn	Tachometer	Tilt & Telescopic Steer
Tinted Glass	Traction Control System	Upgraded/Addl Speakers
Velour/Cloth Seats		

AudaVIN options are listed in bold-italic fonts

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
Front Bumper										
1	E	9	46	Reinf,Front Bumper	68100209AE	\$259.00			2.5	SM
2	E	53		Spoiler,Lower Front	68051388AA	\$67.35			INC	SM
3	RI	11		Frame,License Plate	R & I Assembly				0.2	SM
4	E	7		Absorber,Front Bumper	5028810AB	\$337.00			0.4	SM
5	E	219		Brkt,Front Bumper Mtg LT	68043393AA	\$25.45			0.1	SM
6	E	220		Brkt,Front Bumper Mtg RT	68043392AA	\$28.00			0.1	SM
7	E	28	46	Grille Assembly	68043388AB	\$755.00			INC	SM
8	E	8	46	Cover,Front End	68043387AB	\$785.00			2.0	SM
9	L	8	13	Cover,Front End	Refinish				5.5	RF
10	E	149		Supt,Front End Panel	68043965AC	\$132.00			INC	SM
11	E	70		Emblem,Front Cover	5155674AA	\$49.00			0.2	SM
Front End Panel And Lamps										
12	N	29		Front End Cover O/H	Additional Labor				INC	SM
13	N	973		Headlamps Aim	Additional Labor				0.4	SM
14	N	43		Fog Lamps Aim	Additional Labor				0.3	SM
15	E	125	46	Bulb,Halogen Headlamp LT	L0000H13	\$24.95			0.4	SM
16	RI	41		Lens,Headlamp LT	R & I Assembly				0.3	SM
17	E	42	46	Lens,Headlamp RT	5028776AA	\$287.00			0.2	SM
18	E	44	46	Filler,Headlamp Hsg LT	68051527AA	\$40.85			INC	SM
19	E	45	46	Filler,Headlamp Hsg RT	68051526AA	\$40.85			INC	SM
Radiator Support										
20	E	92	46	Crsmb,Rad Pnl Lower	5065240AG	\$187.00			2.9	SM
Front Body And Windshield										
21	I	83		Panel,Hood	Repair				2.5*	SM
22	L	83		Panel,Hood	Refinish				3.6	RF
23	I	285		Hood Underside	Repair				1.0*	SM
24	L	285		Hood Underside	Refinish				1.4	RF
25	RI	1052		Nozzle,W/S Washer LT	R & I Assembly				0.1	SM
26	RI	1053		Nozzle,W/S Washer RT	R & I Assembly				0.1	SM
27	RI	97		Duct Assy,Hood Air LT	R & I Assembly				0.2	SM
28	RI	98		Duct Assy,Hood Air RT	R & I Assembly				0.2	SM
29	RI	86		Pad,Insulator Hood	R & I Assembly				0.3	SM
30	I	103		Fender,Front LT	Repair				3.0*	SM
31	L	103		Fender,Front LT	Refinish				2.4	RF
32	I	104		Fender,Front RT	Repair				4.0*	SM
33	L	104		Fender,Front RT	Refinish				2.4	RF
Front Body Interior Sheetmetal										
34	I	114	07	Side Mbr,Front Inner RT	Repair				2.0*	SM
35	L	114	10	Side Mbr,Front Inner RT	Refinish				0.5*	RF
36	E	236		Brkt,Side Member RT	5065268AB	\$41.60			2.6	SM
37	L	236		Brkt,Side Member RT	Refinish				0.2	RF

38	RI	138	Skirt,Inner Fender LT	R & I Assembly		INC	SM
39	E	139	46 Skirt,Inner Fender RT	5028750AF	\$78.10	INC	SM
40	E	861	46 Shield,Engine Lower	5028807AE	\$82.70	INC	ME
41	E	1764	46 Shield,Engine Lower	4806074AI	\$76.25	0.3	ME

Manual Entries

42	I	M14	Corrosion Protection	Repair		0.3*	RF
43	EC	M17	Cover Car Exterior	Replace Economy	\$5.00*		SM
44	I	M31	Set-Up For Realignment	Repair		1.0*	SM
45	I	M43	Frame Mash,Front	Repair		2.0*	FR
46	SB	M60	Hazardous Waste Removal	Sublet Repair	\$2.00*		SM
47	I	M66	Color Sand And Buff	Repair		1.0*	SM
48	N		Clean Under-Carraige	Additional Labor		1.5*	SM*
49	EC		Clips & Fastners	Replace Economy	\$20.00*	INC*	SM*
49	Items						

MC Message

07	STRUCTURAL PART AS IDENTIFIED BY I-CAR
10	INCLUDES AUDATEX TIME TO CLEAR ENTIRE PANEL
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE
46	PRINTABLE ALTERNATE PARTS COMPARE

Estimate Total & Entries

Gross Parts		\$3,297.10	
Other Parts		\$25.00	
Paint & Materials	16.3 Hours @ \$30.00	\$489.00	
Parts & Material Total			\$3,811.10
Tax on Parts & Material	@ 7.000%		\$266.78

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$50.00	12.8	16.7	29.5	\$1,475.00
Mech/Elec (ME)	\$95.00	0.3		0.3	\$28.50
Frame (FR)	\$60.00		2.0	2.0	\$120.00
Refinish (RF)	\$50.00	16.0	0.3	16.3	\$815.00
Labor Total				48.1 Hours	\$2,438.50
Sublet Repairs					\$2.00
Gross Total					\$6,518.38
Less: Deductible					None-
Net Total					\$6,518.38

Alternate Parts Y/11/00/00/11/11 CUM 11/00/00/11/11 Zip Code: 60435 Geo 60435
SPPL Yes Zip Code: 60435 Default

Audatex Estimating 7.0.712 ES 02/14/2016 12:18 PM REL 7.0.712 DT 01/01/2016 DB 02/01/2016
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3.1 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = Replace Recycled
TE = Partial Replace Price	PM = Replace PXN Reman/Rebld	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	



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DODGE

Jeep

Tyson

1 S.W. Frontage Road • SHOREWOOD, IL 60404
 SERVICE PHONE (815) 741-5533 FAX (815) 741-9326
 Visit Us At www.tysonmotor.com

CHRYSLER



RAM

SRT

CUSTOMER NO.	ADVISOR RYAN	383	TAG NO. 492	INVOICE DATE 02/10/16	INVOICE NO.
LOCKPORT, IL	LABOR RATE 117.90	LICENSE NO.	MILEAGE 63,367	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 09/DODGE/CHALLENGER/2DR CPE R/T			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 B 3 L J 5 4 T 7 9 H			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/23/16		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 63367

JOB# 1 CHARGES-----

LABOR-----
 J# 1 45CHZ RECALLS TECH(S):371 0.00

P01 RECALL- ENGINE TIMING CHAIN
 CUSTOM TO PICK UP VEHICLE 02/12/16 NO REPAIRS WERE MADE

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

LABOR-----
 J# 2 45CHZRECALL1 RECALL TECH(S):371 0.00

R37 RECALL- DRIVER AIRBAG INFLATOR
 CUSTOMER PICKING UP VEHICLE 02/12/16 NO REPAIRS WERE MADE.

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

LABOR-----
 J# 3 15CHZ DRIVEABILITY TECH(S):371 0.00

CUSTOMER STATES TIMING CHAIN BROKE WHILE DRIVING. WENT TO
 PULL OVER AND HIT SNOW BANK AND DAMAGED FRONT END OF
 VEHICLE. CONTACTED CHRYSLER REGARDING ISSUE.
 POSSIBLE PRODUCT LIABILITY FROM RECALL
 DID NOT VERIFY TIMING PROBLEM HOLE IN ENGINE BLOCK
 NO REPAIRS WERE MADE CUSTOMER PICKING UP 02/12/16

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

COMMENTS-----
 KATINA @ CHRYSLER

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Tyson

CUSTOMER SATISFACTION NOTIFICATION

P01

ENGINE TIMING CHAIN AND CHAIN GUIDE

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2009 through 2012 model year Dodge Challenger, Dodge Charger, and Chrysler 300 vehicles equipped with a 5.7L Hemi engine and an automatic transmission.**

Recommended Service: The engine timing chain guide on your vehicle may fracture. A fractured engine timing chain guide could cause the engine timing chain to break. A broken engine timing chain will result in severe engine damage.

What your dealer will do: Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will replace the timing chain, timing chain tensioner and guide. The work will take about four hours to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply contact your Chrysler, Jeep, or Dodge dealer, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help: Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

California residents... The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at
CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC


**LOCATE
A DEALER****LIVE
CHAT**

Unavailable

[NEWS](#)[FAQ](#)[CONTACT US](#)[Print this page](#)

SEARCH RESULTS

VIN: 2B3LJ54T79H [REDACTED]

Year: 2009

Vehicle: DODGE CHALLENGER R/T TWO-DOOR HARDTOP

Results Last Updated: February 10, 2016

Safety Recalls (What is a Safety Recall? [Learn More](#))

Status	Chrysler Recall #	NHTSA Recall #	Recall Date	Safety Defect/Non Compliance Description and Safety Risk	Repair Description	
 Incomplete	R37	15V-444	July 10, 2015	THE DRIVER AIRBAG INFLATOR HOUSING MAY RUPTURE, DUE TO EXCESSIVE INTERNAL PRESSURE, DURING NORMAL AIRBAG DEPLOYMENT EVENTS. THIS CONDITION IS MORE LIKELY TO OCCUR IF THE VEHICLE HAS BEEN EXPOSED TO HIGH LEVELS OF ABSOLUTE HUMIDITY FOR EXTENDED PERIODS OF TIME.	THE DRIVER AIRBAG INFLATOR MUST BE REPLACED.	INCC REP, AVAI

AN INFLATOR RUPTURE, DURING AIRBAG DEPLOYMENT EVENTS, COULD RESULT IN METAL FRAGMENTS STRIKING AND POTENTIALLY SERIOUSLY INJURING THE VEHICLE OCCUPANT(S).

Viewing 1 of 1 total recalls

Campaigns (What is a Campaign? Learn More)

Status	Campaign Date	Campaign Description	Repair Description	Comments	Reimbursement
☐ Incomplete	February 12, 2014	ENGINE TIMING CHAIN AND CHAIN GUIDE	THE ENGINE TIMING CHAIN, TIMING CHAIN TENSIONER AND TIMING CHAIN GUIDE MUST BE REPLACED.	INCOMPLETE BUT REPAIR PARTS ARE AVAILABLE	SUBMIT REIMBURSEMENT
☒ Complete	November 11, 2009	HOT START ENGINE CRANKING	THE BATTERY GROUND CABLES MUST BE REPLACED ON ALL INVOLVED VEHICLES AND THE ORIGINAL 625 COLD CRANKING AMP (CCA) BATTERY MUST BE UPGRADED TO A 730 CCA BATTERY ON VEHICLES NOT EQUIPPED WITH A POLICE PACKAGE (SALES CODE AHB).	REPAIRED	SUBMIT REIMBURSEMENT

Viewing 2 of 2 total campaigns

Disclaimer

Notification letters issued prior to 1999 are not available online. Please contact us by email to request a copy.

Note

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Ex 6



February 5, 2016

██████████
Lockport, IL ██████████

RE: CAIR: ██████████
VIN: 2B3LJ54T79H ██████████

Dear ██████████

This will further acknowledge contact to FCA (Fiat Chrysler Automobiles), regarding your 2009 Dodge Challenger.

Naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. We found no indication that this incident was related to any recall affecting your vehicle. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

Lisa Martinez

Lisa Martinez
Special Investigations
(586) 274-8169

LMM/sk

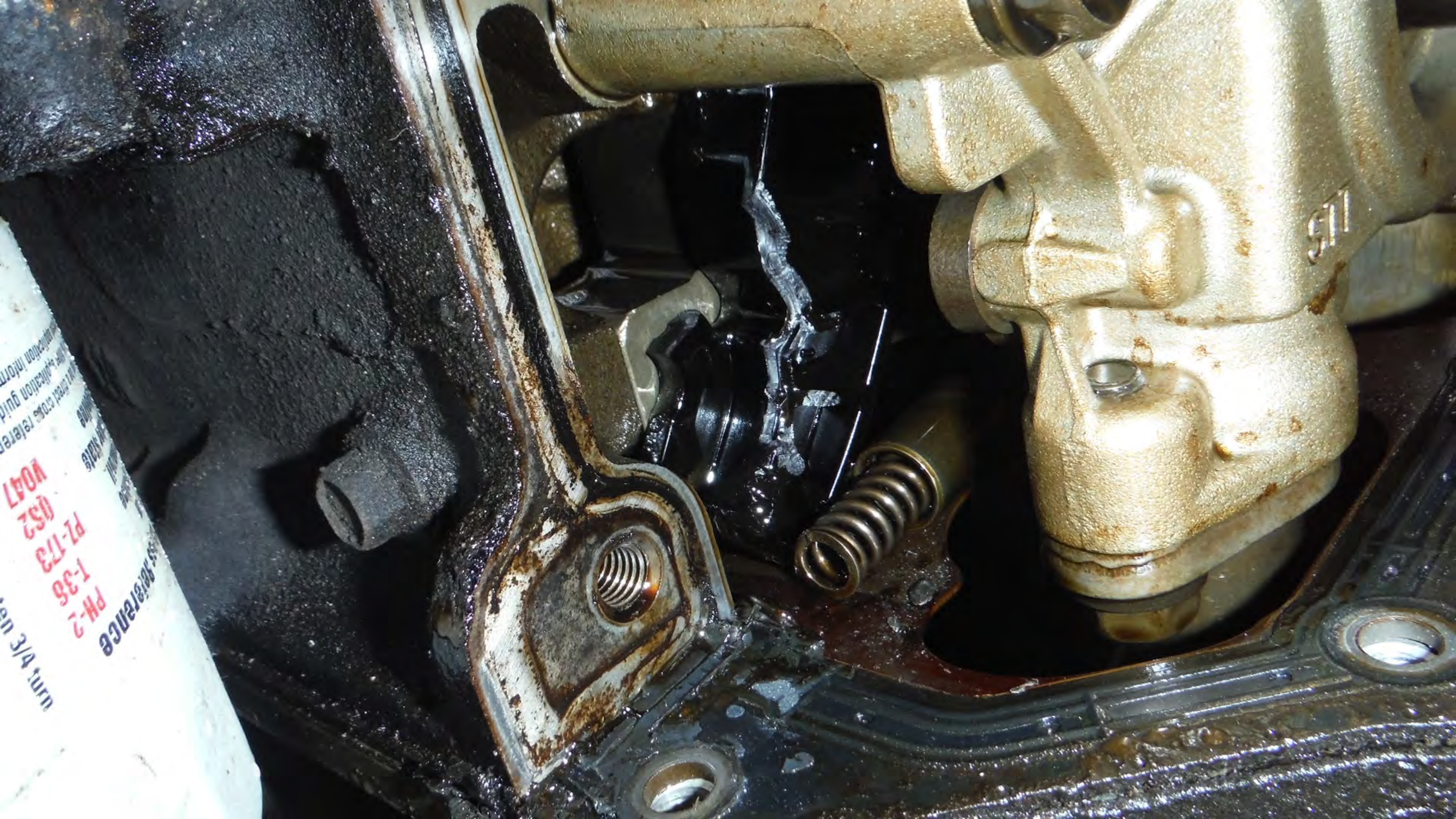
Phone 800.992.1997

Chrysler Group LLC | CIMS 484-04 04 | P.O. Box 21-8004 | Auburn Hills, MI 48316



WARNING & MAINTENANCE & ADVERTISING

10 1000000000 000000



turn 3/4 turn
PH-2
1-36
P1-173
052
V047
Reference
Application information
Application information

