

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"/>
22-FEB-2016 APR 29 2016	Reference No. 10837524

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
BUDA	TX	[REDACTED]	[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 1C3CDFAA9ED [REDACTED]	Make DODGE	Model DART	Model Year 2014
Date Purchased 3-13-14	Dealer's Name and Telephone Number Bill Munday's South Point Dodge 512-443-9333	Engine: No. Cylinders 4 cylinder	Fuel Type: Regular
Original Owner <input type="checkbox"/>	Dealer's City Austin	State TX	Zip Code 78745
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: 2
			Incident Date(s) 23-JAN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 23969	Failure Speed 35 in Area Coming to a Stop @ Speed
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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 1	Number of Deaths 0	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 2014 DODGE DART. THE CONTACT STATED THAT WHILE DRIVING AT 23 MPH, THE BRAKE PEDAL WAS DEPRESSED AND FAILED TO ENGAGE. THE VEHICLE WAS TOWED TO THE DEALER TO BE DIAGNOSED AND REPAIRED. THE CONTACT WAS INFORMED THAT THERE WAS FLUID CONTAMINATION OF THE BRAKE BOOSTER. THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 15V800000 (SERVICE BRAKES, HYDRAULIC), HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 23,969.

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 Speed limit was 35mph in the area, I was coming to a stop at 0 mile per hour when the brakes jerked + the pedal fail to the floor. Had car towed to dealer, they stated that they fix my car, but no part.? Later found out that there is a recall + parts are needed. I will attach a copy of receipt + recall letter. South Point Dodge gave me back my car with out fixing it. Brakes failed again exact same situation. Had car towed again. South Point Dodge currently have my car.
This was Jan/Fed it is now April.

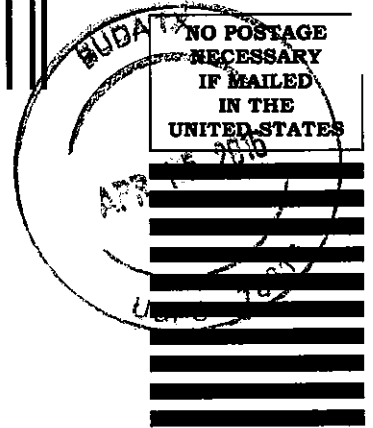
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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, NEF-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



Bill Munday's
SOUTH POINT
 CHRYSLER Dodge Jeep

5210 I-35 SOUTH • AUSTIN, TEXAS 78745 • (512) 443-9333
 www.southpointauto.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR WESLEY PETERSON	TAG NO. 3120	INVOICE DATE 01/26/16	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 23,969	COLOR PITCH BLACK
[REDACTED]	YEAR / MAKE / MODEL 14/DODGE/DART (2.0L)/4DR SDN SE	DELIVERY DATE 03/13/14	DELIVERY MILES 14	STOCK NO. [REDACTED]
BUDA, TX [REDACTED]	VEHICLE I.D. NO. 1 C 3 C D F A A 9 E D [REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]	
[REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 01/25/16	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 23969

LABOR & PARTS	
J# 1 40D0Z01	RECALL TECH(S) 375 WARRANTY
R63 SAFETY RECALL R63 - POWER BRAKE BOOSTER CONTAMINATION (R call CSN 1) NO PARTS	
JOB # 1 TOTAL LABOR & PARTS 0.00	
J# 2 99D0Z01	MISC REPAIR TECH(S) 375
Customer states Service electronic brake system message came on Check and advise (General Concern 1) DUE TO RECALL	
JOB # 2 TOTAL LABOR & PARTS 0.00	
J# 3 55D0Z1NSP	27 POINT INSPECTION TECH(S) 375
(Multi-point inspection according to maintenance interval) COMPLETED	
JOB # 3 TOTAL LABOR & PARTS 0.00	

REPAIR ORDER ARBITRATION CLAUSE
 In consideration of your agreeing to repair or attempt to repair the vehicle described in this authorization, the undersigned agrees that all claims, controversies and disputes regarding repair, attempted repair or failure to properly repair the vehicle described herein will be conclusively resolved by arbitration to be conducted by the American Arbitration Association and pursuant to the Federal Arbitration Act. Any arbitration will be conducted by one arbitrator chosen pursuant to the procedures of the American Arbitration Association. The undersigned waives all claims or right to seek exemplary or punitive damages. The undersigned waives all rights to file a class action lawsuit or class arbitration or to participate in either as a claimant. The arbitrator's decision shall be final, binding and conclusive on the parties and may be entered in any court of competent jurisdiction. If any portion of this arbitration paragraph is unenforceable, it is severed and the remaining provisions shall be enforced. Notwithstanding the foregoing, arbitration shall not apply in the event of enforcement of mechanic's liens or a sequestration to recover possession of a vehicle or a proceeding to collect on a check that is returned or not paid.

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 expressed 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.

AUTHORIZATION FOR REPAIRS:
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the 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 vehicle to secure the amount of repairs thereon.

I hereby consent to receive voice and electronic communications from or on behalf of Covert Automotive at any telephone numbers or email addresses provided. I understand that consent is not a condition of purchase.

TOTALS

Customer Survey

 On a scale from 0-10 with 10 being extremely likely, how likely are you to recommend South Point Chrysler, Dodge, Jeep and Ram to a friend or colleague?
 Score: 1 2 3 4 5 6 7 8 9 10

If you are unable to give us a score of 10, what could we have done better to achieve a score of 10?
 Comments:

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

NOTICE PURSUANT TO TEXAS PROPERTY CODE, §70.001
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****

This is my receipt from when South point told me my car was fixed + returned to me. As you can see above NO PARTS were aware of recall.

X
 SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

IMPORTANT SAFETY RECALL

R63 / NHTSA 15V-800

This notice applies to your vehicle (VIN: 1C3CDFAA9ED [REDACTED]).

This interim notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 and 2014 model year Dodge Dart vehicles equipped with a 2.0L or 2.4L Tigershark engine.

The problem is... The power brake booster on your vehicle may experience engine oil migration from the vacuum pump, through the vacuum supply tube, and into the brake booster. Prolonged brake booster diaphragm exposure to engine oil could cause the diaphragm to fail. This could lead to a loss of brake booster assist and/or an air leaking sound.

A loss of brake booster assist could require the driver to apply additional brake pedal force to stop the vehicle. The lack of brake booster assist could change the braking characteristics of the vehicle and cause a crash without warning.

What your dealer will do... FCA intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.

What you must do to ensure your safety... Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep, Dodge, or RAM dealer right away to schedule a service appointment.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either fcarecalls.com or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to fcarecalls.com.

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

