



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ON Auto Safety Hotline 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 12-MAY-2016	Repository <input type="checkbox"/>
	Reference No. 10864619

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
 Address: [REDACTED]  
 City: BLUE SPRINGS State: MO Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]  
 Evening Telephone Number:  
 E-mail Address:

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: 1C3CDFAA7ED [REDACTED]  
 Make: DODGE Model: DART Model Year: 2014  
 Date Purchased: 5-24-14 Dealer's Name and Telephone Number: Gladstone Dodge (816) 445-3500  
 Original Owner:  Dealer's City: Gladstone Mo State: Mo Zip Code: 64118  
 Engine: No: Cylinders: 4 Fuel Type: GAS  
 Transmission Type: Auto Antilock Brakes:  Powertrain: Multiple Failure: Incident Date(s): 04-JAN-2016  
 Cruise Control:

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: BRAKES (PWS) Failure Mileage: NA Failure Speed: NA  
 NA

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: No Spare Tire 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:  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 2014 DODGE DART. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V800000 (SERVICE BRAKES, HYDRAULIC); HOWEVER, THE PARTS TO DO THE RECALL REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE REMEDY. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

I HAVE INCLUDED A COPY OF THE RECEIPT OF THE WORK DONE ON THE RECALL OF THE BRAKES. PLEASE EXAMINE RECEIPT THAT THE WORK WAS DONE PROPERLY. I AM STILL CONCERNED WHY I HAD TO CALL THE DEALERSHIP SINCE JAN. AROUND 5 TIMES AND FINALLY IN EARLY MAY I CALLED NHTSA AFTER NOT GETTING A RESPONSE FROM DEALERSHIP WHICH YOU RECOMMENDED I CALL CHRYSLER CORP. THEN AMAZINGLY THE PARTS WERE AVAILABLE WITHIN 2-3 DAYS. STILL CONCERNED IF DONE CORRECTLY AND WHY TOOK SO LONG. PLEASE RESPOND!

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.

# GLADSTONE

DODGE

Jeep CHRYSLER RAM

5610 North Oak Trafficway - Gladstone, MO 64118  
(816) 455-3500 - (800) 455-8085

*Sonny McWilliam*

**SERVICE DEPARTMENT HOURS**  
7:00 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
5/17/16	
R/O Close Date	Status
5/17/16	Pre-Invoice
Mileage In	Mileage Out
23649	23649
Service Advisor / Tag #	
SONNY MCWILLIAM/352*W*	
Vehicle Identification Number	
1C3CDEAA7ED	
Delivery Date	In-Service Date
5/24/14	5/24/14
Color	License Number
BRIGHT WHI	

[Redacted]			Work Phone		
BLUE SPRINGS, MO [Redacted]			[Redacted]		
[Redacted]			Home Phone		
Year	Make	Model	Body	Color	License Number
2014	DODGE	DART	4DR SDN SE	BRIGHT WHI	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted]	
#1 - RECALL: PERFORM RECALL RECALL / CSN 1 R63: SAFETY RECALL R63 - BRAKE BOOSTER CONTAMINATION Work performed by MIKE KAMPMAN (807) Installed CBLR631AA :HOSE: BRAKE BOOSTER VACUUM Qty: 1 INSPECT VACUME HOSE & REPLACE	Warranty Warranty
#2 - 01MPI: MULTI POINT INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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 thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X