



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

FOR AGENCY USE ONLY 100148

Date Received

14-JUN-2016

Repository ☐

Reference No.
10874189

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City WHITE HALL

State IL

Zip Code

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

1C3CCCBG1F

Make

CHRYSLER

Model

200

Model Year

2015

Date Purchased

1-15-2015

Dealer's Name and Telephone Number NEW BORN

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

JACKSONVILLE

State

FL

Zip Code

Transmission Type

ASPCD

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

YES

Incident Date(s)

15-JAN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN

Failure Mileage

5,300

Failure Speed

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 2015 CHRYSLER 200. THE CONTACT STATED THAT THE VEHICLE HESITATED AND WAS SLOW TO ACCELERATE. IN ADDITION, THE VEHICLE COASTED IN AN ABNORMAL WAY AS THE FAILURE CONTINUED. THE VEHICLE WAS TAKEN TO THE DEALER MORE THAN FOUR TIMES. THE DEALER REPLACED THE TRANSMISSION-BODY VALVE, UPDATED THE SOFTWARE, AND MADE ADDITIONAL REPAIRS, WHICH DID NOT PROVIDE A PERMANENT SOLUTION. THE CONTACT STATED THAT THE NINE SPEED TRANSMISSION MODELS FAILED AND THE MANUFACTURER DID NOT TAKE ACTION TO ADDRESS THE SOFTWARE UPDATE FAILURE SINCE MID 2014. THE CONTACT ALSO EXPERIENCED THE ALARM SYSTEM GOING OFF AND, UPON USING THE OWNER'S MANUAL INSTRUCTIONS, THE ALARM WOULD NOT TURN OFF. THE DEALER STATED THAT THE SOFTWARE NEEDED TO BE UPDATED AND THAT THE MANUFACTURER HAD NOT YET PROVIDED THE SOFTWARE UPDATE NECESSARY TO REPAIR THE VEHICLE. THE DEALER WAS UNABLE TO DISCLOSE TO THE CONTACT WHEN THE SOFTWARE UPDATE WOULD BECOME AVAILABLE. THE VEHICLE WAS TAKEN BACK TO THE DEALER A FIFTH TIME BECAUSE THE FAILURE CONTINUED TO OCCUR. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS NOT AVAILABLE.

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)

Car still jacks at times slow to take off. Now when you put it in park + turn it off it rocks back + forward then stops. When I first started contacting the Dealership in April of loss of power, jacking, they told me they knew what the problem was but cannot fix until Chrysler releases the software. They said the engineer at Chrysler was aware of the 9 speed trouble but had not been able to create the software needed. The cars do not even know they are in 9th gear. They worked on my car 5-02-16 after I picked it up about a mile down road it started jacking + would not go when you started taking off. [REDACTED]

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

ST LOUIS

MO 630

05 AUG 2016

PM 5 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



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 Defects Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

I called the dealer ship back the next day & told him I was having the same problems. He told me it had all the updates & test drive 2 times. Mechanic said it drove ok. I would have to make a appt. & drive with a mechanic & point out what was wrong. Car drove fine for 30 min after that when I stopped the car & turned it back on it would not move. The mechanic said he was watching the APP go up. Went back to the dealership. They got on ^{phone} to the Chrysler engineer I was there for 3 hrs. They said they wanted to put a Valve Body cover. on it. I have to drive home like this Worked on it 5-11-16. The mechanic told me it would not fix this. It needed as ~~software~~ ^{software} update. They have always told me this since April. I suppose to take it in on Sat. too see if they have the software update. The Dealer ship from until to day said it as not ~~there~~ ^{Chrysler} problem Chrysler manufacturer problems

In closed ~~is~~ 2 papers showing
I was told to bring the car upon sat to see if computer update is in as of 7-30-2016 NO. I'm [REDACTED] +

Don't need this stress. but I think people should be able to buy a safe car. They wanted me to trade cars & make car payment at the car dealer ship. Customer ^{etc} ~~etc~~ ^{also} ~~also~~ wanted to give me free oil changes.

- Repeated re-programming (re-learning) of transmission by Chrysler dealers to "correct" or "enhance shift quality" the issue.
- Replacement of complete transmissions for these problems.
- Car owners are routinely being told "this is normal operating characteristic for this transmission", or "we are waiting for another software update" by the Chrysler service departments to complaints of the transmissions operation.

The Chrysler Group LLC, and its authorized Chrysler franchised dealers are aware of the various transmission operational/owner complaints(s) with the 2015 Chrysler 200. Many dealers are performing "software updates" to the engine and transmission in an attempt to resolve the customer complaints about this new 9-speed automatic transaxle transmission.

Find out if you qualify for a lemon law case - FREE...

Takes 1 minute - get your answer in less than an hour.

(Your Chrysler 200 is a 2015 model-year, and under the manufacturer's factory warranty, or it has recently expired.)

* REQUIRED

*E-Mail Address:

Do you have your purchase/lease agreement?

Current Mileage:

Phone Number: (optional)

Acquired New/Used:

of Repair Visits:

[Submit Form Now!](#)

[Clear Form](#)

If your case qualifies, you are entitled under the law to a buyback or substantial monetary compensation!

(You can have a lemon law case whether the repair visits have solved the problems or not.)

Here is what some dealers are doing in an attempt to correct the issues with these vehicles:

- "Clearing" DTC's (Diagnostic Trouble Codes)
- Replacement of TCM (Transmission Control Module)
- Updating software to the engine and/or transmission computer

*This is what they
have done: for my car.
I know its not fixing it*

Confirm Customer Information

Customer Information

EDIT

CHANGE OWNER

Ownership:

Private

First Name:

Last Name:

Street:

City:

WHITE HALL

State / Province:

IL

Zip / Postal Code:

Country:

USA

Home Number:

Cell Number:

000-000-0000

Business Number:

Email:

Preferred Contact Method:

Phone

Preferred Language:

English

Last Dealership Service

Last Service Date:

May 18

Vehicle Information

EDIT

Vehicle:

2015 CHRYSLER 200 (3.6L)

VIN:

1C3CCCBG1FN

Odometer:

9,109

In Service Date:

Jan 15 2016

Type

Used

Triage Items

✓ Vehicle Restriction:

no

✓ ECS Vehicle:

no

CAIRs:

yes

✓ Flash Update(s) Available:

no

✓ Recall(s)/CSN(s):

no

✓ RRTs:

no

✓ DTCs Present:

no

THIS VEHICLE HAS RETURNED FOR SERVICE WITHIN 90 DAYS

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.

This shows I have been taking my car every week to see if the soft update is in. Monitoring

Queue

Maint. Menu

MVP Plans

VIP Re

Customer Info

Confirm Customer Information

Customer Information

EDIT

CHANGE OWNER

Ownership: Private

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

City: WHITE HALL

State / Province: IL

Zip / Postal Code: [REDACTED]

Country: USA

Home Number: [REDACTED]

Cell Number: 000-000-0000

Business Number: [REDACTED]

Email: [REDACTED]

Preferred Contact Method: Phone

Preferred Language: English

EDIT

Last Dealership Service

Last Service Date: May 18

Vehicle Information

EDIT

Vehicle: 2015 CHRYSLER 200 (3.6L)

VIN: 1C3CCCBG1FN [REDACTED]

Odometer: 7,437

In Service Date: Jan 15 2016

Triage Items

✓ Vehicle Restriction: no

✓ ECS Vehicle: no

⚠ CAIRS: yes

✓ Flash Update(s) Available: no

✓ Recall(s)/CSN(s): no

✓ RRTs: no

✓ DTCs Present: no

THIS VEHICLE HAS RETURNED FOR SERVICE WITHIN 90 DAYS

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.