

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

15-AUG-2016

Repository ☐

Reference No.
10895894

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City STERLING HEIGHTS

State MI

Zip Code [REDACTED]

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

1B3HB48A39D [REDACTED]

Make
DODGE

Model
CALIBER

Model Year
2009

Date Purchased

8-2006

Dealer's Name and Telephone Number

PARILWAY DODGE Chrysler

Engine:

No: Cylinders

Fuel Type:

UNLEADED

Original Owner

Dealer's City Charter TOWNSHIP

State

Zip Code

CLINTON TWP OF CLINTON MICH. 48038

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☐ Cruise Control

Powertrain

AUTOMATIC

Multiple Failure:

Incident Date(s)

02-FEB-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 162000 STRUCTURE: BODY

Failure Mileage
60000

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 2009 DODGE CALIBER. A YEAR AGO, THE LOWER CONTROL ARMS FAILED AND WERE REPLACED BY THE DEALER. THE VEHICLE WAS TAKEN TO THE DEALER A WEEK AGO AND A MECHANIC DIAGNOSED THAT THE FRONT CROSS MEMBER WAS PREMATURELY RUSTED EXTENSIVELY AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE MORE THAN THREE TIMES, BUT PROVIDED NO REMEDY. THE APPROXIMATE FAILURE MILEAGE WAS 60,000.

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 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)

My Dodge CALIBER SXT 2009 had Front control arms replaced August 2015 it was still under extended warranty, the car was making clunking noises in front end. A Year later when it started making clunking noises again, the Dealership said it was my front cross member causing it (The noise same) The front cross member is ~~extremely~~ severely rusted with Big hole in it. It prematurely rusted because the part is defective. That Front cross member

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



**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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Sept 30, 2011

CONTINUED...

Should have been evident when control arms were replaced, my car is not safe to drive. The part is defective and I want it replaced by Chrysler before I get in a car accident. I have to drive to work, I'm on a fixed income. I called Chrysler they said there is nothing they can do. On the 2008 Dodge Caliber front cross member ~~was~~ was recalled because of defective part. ~~They~~ Chrysler used the same defective front cross member on the 2009 SXT Dodge Caliber. Enclosed ~~are~~ ^{is} the paperwork from Galeana Dodge Dealership where I had control arm fixed August 2015 when my car was still under extended warranty. Also enclosed is paperwork I received after they looked at my car at Galeana Dodge Dealership and determined my front cross member is severely rusted with a big gaping ~~hole~~ hole and ready to fail at anytime in August of 2011.

this should be replaced
by Chrysler for no-charge
to me. It will cost over
\$2000 TO FIX The Front
Cross member. This Cross
member is defective and
I WANT IT repaired before
there is a bad accident
in my car of some sort.
Please look into this
problem. Thank you

Sincerely,

[REDACTED]

9-30-16

DODGE



28400 VAN DYKE • WARREN, MI 48093
PHONE: (586) 573-4000
www.vandykedodge.com



CUSTOMER NO. [REDACTED]		ADVISOR TONY ORLANDO		TAG NO. 118 5576	INVOICE DATE 08/12/16	INVOICE NO. [REDACTED]
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 73,331	COLOR BRILLIANT B	STOCK NO.
[REDACTED]		YEAR / MAKE / MODEL 09/DODGE/CALIBER/4 DOOR		DELIVERY DATE 10/05/09	DELIVERY MILES 9	
STERLING HEIGHTS, MI		VEHICLE I.D. NO. 1 B 3 H B 4 8 A 3 9 D		SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]		R.T.E. NO.		P.O. [REDACTED]	R.O. DATE 08/11/16	
[REDACTED]		BUSINESS PHONE		REPAIRS PROPERLY COMPLETED & CHECKED BY: X		ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE MO: 73331

LABOR & PARTS
1 02002 STEERING/SUSPENSION TECH(S) 261 100.00
FRONTEND KLUNKS OVER BUMPS
ROAD TESTED AND VERIFIED NOISE COMING FROM FRONT. INSPECTED
AND FOUND CRADLE RUSTED OUT/NOT SAFE AND SWAY BAR LINKS
LOOSE AND BUSHING WORN. ALSO NEEDS TIRES DECLINED AT THIS
TIME
DECLINED 1.0 CHECKOUT

JOB # 1 TOTAL LABOR & PARTS 100.00

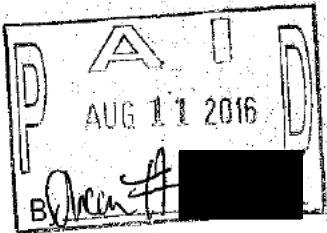
ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$100.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$119.00 (+TAX) ON 08/12/16 AT 02:38pm
BY [REDACTED] COMMENTS UPDATE

TECHNICIAN CERTIFICATION
261 JASON JONES M224780

TOTALS
REPAIRS EXPLAINED TO MY SATISFACTION.
VEHICLE RECEIVED BY

TOTAL LABOR	100.00
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 \$	100.00

CUSTOMER SIGNATURE _____



State Reg. No. F-100715

GALEANA'S VAN DYKE
DODGE RAM
28400 VAN DYKE
WARREN, MI 48093
PHONE: (586) 573-4000
www.vandykedodge.com

OUR SERVICE GUARANTEE
We guarantee our service work for 12 months or 12,000 miles whichever comes first. If under normal conditions, our repair or replacement fails (within that time) we will fix it free of charge.

SERVICE HOURS:
Monday & Thursday
7:00 AM - 8:00 PM
Tuesday, Wednesday & Friday
7:00 AM - 6:00 PM



28400 VAN DYKE • WARREN, MI 48093
PHONE: (586) 573-4000
www.vandykedodge.com



CUSTOMER NO.	ADVISOR TONY SALTER	TAG NO. 48 1315	INVOICE DATE 08/04/15	INVOICE NO.
LABOR RATE	LICENSE NO.	MILEAGE 59,181	COLOR BRILLIANT B	STOCK NO.
YEAR/MAKE/MODEL 09/DODGE/CALIBER/4 DOOR	DELIVERY DATE 10/05/09	DELIVERY MILES 9	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE I.D. NO. 1 B 3 H B 4 8 A 3 9 D	R.O. DATE 08/03/15	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE		
RESIDENCE PHONE	BUSINESS PHONE	REPAIRS PROPERLY COMPLETED & CHECKED BY X	MO: 59181	

LABOR & PARTS

J# 1 0200Z STEERING/SUSPENSION HOURS: TECH(S): 112 WARRANTY

CUSTOMER STATES THAT SHE HEAR A WINNING SOUND WHILE TURNING THE STEERING WHEEL. ALSO STATES THAT SHE HEARS A "CLUNK" WHENEVER SHE STARTS TO GO FORWARD OR STARTS TO SLOW DOWN TO STOP.
LOOSE BALL JOINTS FOR CLUNK.
UNABLE TO VERIFY WHINE NOISE.
REPLACED BOTH FRONT LOWER CONTROL ARMS.
DECLINED TIE ROD ENDS AND ALIGNMENT. WILL STILL MAKE NOISE.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	5105041-AI	ARM LOWER 17011015			
JOB # 1	1	5105040-AI	ARM LOWER 17011015			
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2 1800Z DRIVEABILITY HOURS: TECH(S): 112 0.00

CUSTOMER STATES THAT WHEN SHE STARTS TO BACK UP SHE HEARS A VERY OBVIOUS CREAKING SOUND. MAKES NOISE THE ENTIRE TIME SHE IS BACKING UP.
UNABLE TO VERIFY NOISE. HAS BRAKE DQUEAK WHEN DEPRESS PEDAL
DECLINED INSPECTION.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

J# 3 0600Z WALK AROUND HOURS: 0.00 TECH(S): 112 0.00

INITIAL INSPECTION
CUSTOMER BROUGHT VEHICLE IN FOR SERVICE
ADVISED BOTH OUTER TIE ROD ENDS ARE LOOSE. WILL MAKE NOISE AND MAY BE DANGEROUS. RECOMMEND 4 WHEEL ALIGNMENT, DECLINED.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	WD	WARRANTY DEDUCTIBLE	376321	200.00
TOTAL - MISC				200.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$200.00 (+TAX)

TECHNICIAN CERTIFICATION
112 RICHARD M240023

State Reg. No. F-100715

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Tuesday, Wednesday &
Friday
7:00 AM - 6:00 PM

MC



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R.T.E. NO.	P.O. NO.	R.C. DATE 08/03/15		
RESIDENCE PHONE	BUSINESS PHONE	REPAIRS PROPERLY COMPLETED & CHECKED BY: X	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE MO: 59181	

TOTALS-----

REPAIRS EXPLAINED TO MY SATISFACTION.
VEHICLE RECIEVED BY

TOTAL LABOR.....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	200.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	200.00

CUSTOMER SIGNATURE

State Reg. No. F-100715

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[REDACTED]
Sterling Hgts. Mich

METROPLEX MI 480

05 OCT 2016 PM 7 L



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

20077-9382 20590