



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

24-AUG-2016
OCT -5 2016

Repository ☐

Reference No.
10898152

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City EAST PEORIA State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [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 [REDACTED] Make CHRYSLER Model 300 Model Year 2013
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders Fuel Type: gasoline
Original Owner ☐ Dealer's City State Zip Code
Transmission Type ☐ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 17-AUG-2016
☐ Cruise Control 527 Safety recall

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure after safety recall
527/NHTSA 16V-240 Transmission Electronic Shift Failure Mileage 18000 16,414 Failure Speed 40 25-45
Lower software uploaded with Virus per Dealer

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 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 None Number of Deaths None 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 2013 CHRYSLER 300. THE CONTACT INDICATED THAT THERE HAD BEEN NO FAILURES UNTIL THE VEHICLE WAS TAKEN TO THE DEALER TO BE REPAIRED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). SHORTLY AFTER LEAVING THE DEALER, THE ACCELERATOR PEDAL WAS APPLIED AND DID NOT RESPOND MORE THAN ONCE. THE CONTACT HAD TO APPLY FORCE TO THE ACCELERATOR PEDAL WHILE DRIVING 40 MPH. WHEN DRIVING OVER A RAILROAD TRACK, THE CONTACT HAD TO APPLY FORCE TO THE ACCELERATOR PEDAL TO GET THE VEHICLE TO CROSS THE TRACKS. THE TRANSMISSION WARNING INDICATOR FLASHED. IN ADDITION, THE CONTACT WAS ABLE TO COAST THE VEHICLE OVER TO THE SIDE OF THE ROAD. THE VEHICLE WAS UNABLE TO BE DRIVEN DUE TO THE FAILURE. THE VEHICLE WAS TOWED TO THE DEALER, BUT THEY DID NOT HAVE A REPAIR SOLUTION OR PARTS AVAILABLE. THE MANUFACTURER WAS CONTACTED MORE THAN TEN TIMES BY THE CONTACT AND WAS STILL WAITING ON A REPAIR REMEDY TO DETERMINE IF THE VEHICLE WOULD BE REPAIRED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 18,000.

Told by Chrysler Case Manager Supervisor Dealer Service Dept cause was from uploading Virus that was software that was completed to Vehicle for

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.

Vehicle is still not fixed as of 9/23/2016 - Part backordered since 8/17/16
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The safety recall causing damage to transmission control unit which the failure made the vehicle unexpectedly become uncontrollable by the driver by causing the transmission loose capability of powering the vehicle. As of 9/23/2016 Chrysler and Dealership is stating repair parts for transmission has been ordered for the 8th time to October 5, 2016. Once car is repaired we are afraid the system that powers and controls the transmission will fail again causing possible accident and injury to driver and any passengers.

ATTACH ADDITIONAL SHEETS IF NECESSARY

We are asking the NHTSA for advice on the future safety of our Chrysler 300C and to investigate if the repair after completed makes vehicle safe again?

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

PEORIA IL 616

26 SEP 2016 PM 1 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

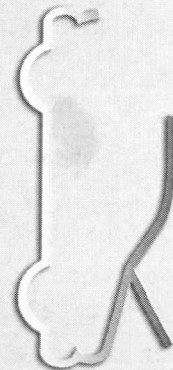
WASHINGTON, DC

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

safercar.gov