



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 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

01-SEP-2016

OCT -7 2016

Repository ☐

Reference No.

10903162

OWNER INFORMATION (Type or Print)

Name

Address

City

HOUSTON

State

TX

Zip Code

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

2C3CCAAG4DH

Make

CHRYSLER

Model

300

Model Year

2013

Date Purchased

9-11-13

Dealer's Name and Telephone Number

MAC HAIK 281-447-9500

Engine:

No: Cylinders

Fuel Type:

GAS Regular

Original Owner

Dealer's City

HOUSTON

State

TX

Zip Code

77037

Transmission Type

☒ Antilock Brakes

Powertrain

unknown

Multiple Failure:

unknown

Incident Date(s)

31-AUG-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

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

Failure Mileage

75000

Failure Speed

50

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 2013 CHRYSLER 300. WHILE DRIVING 50 MPH, THERE WAS A LOUD NOISE AND THE VEHICLE SHIFT LEVER INDEPENDENTLY MOVED FROM DRIVE INTO NEUTRAL. THE CONTACT WAS ABLE TO PLACE THE VEHICLE BACK IN DRIVE. THE CONTACT STATED THAT THE FAILURE WAS INTERMITTENT. THE CONTACT ALSO STATED THAT THE ACCELERATOR PEDAL WAS DEPRESSED; HOWEVER, THE VEHICLE FAILED TO RESPOND. THE VEHICLE WAS TOWED TO THE DEALER TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THERE WAS A LOOSE TERMINAL ON THE BATTERY AND ALTERNATOR. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V634000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 75,000.

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 action against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.