



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
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

15-SEP-2016

NOV - 7 2016

Repository ☐

Reference No.
10906907

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED] Cell Telephone Number [REDACTED]
City MARYSVILLE State WA Zip Code [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
2C3CCARG4DH [REDACTED] Make CHRYSLER Model 300 Model Year 2013

Date Purchased 12-30-2012 Dealer's Name and Telephone Number Raindon Chrysler 360-658-1200 Engine: No: Cylinders
Original Owner ☒ Dealer's City Annington State WA Zip Code 98223 Fuel Type:

Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) 08-JUL-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage 26100 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 2013 CHRYSLER 300. WHILE DRIVING AT A LOW SPEED, THE ALL WHEEL DRIVE AND BRAKE WARNING INDICATORS ILLUMINATED AND THE VEHICLE LOST POWER. IN ADDITION, WHILE AT A STOP, THE GEAR SHIFTER FAILED TO SHIFT OUT OF THE DRIVE POSITION. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE COMPUTER FOR THE ALL WHEEL DRIVE NEEDED TO BE REPROGRAMMED. THE VEHICLE WAS REPAIRED. IMMEDIATELY AFTER THE REPAIR AND WHILE DRIVING AT A LOW SPEED, THE VEHICLE LOST POWER AND ALL THE WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN BACK TO THE DEALER, BUT WAS UNABLE TO BE DIAGNOSED OR REPAIRED. THE COMPUTER FOR THE ALL WHEEL DRIVE WAS RE-PROGRAMMED ONCE MORE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 26,100.

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.

XFINITY Connect

Font Size

A notice from the Washington State Attorney General's Office**From :** ATG MI CRC Complaint Processing (prodapdb) <crccomplaints@atg.wa.gov>

Tue, Sep 06, 2016 10:07 AM

Subject : 488531 : A notice from the Washington State Attorney General's Office**To :****Reply To :** crccomplaints@atg.wa.gov

Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
800 Fifth Avenue, Suite 2000 Seattle, WA 98104 (206) 464-6686

September 6, 2016

Marysville, WA

RE: Chrysler

File #:

Dear

You recently filed a consumer complaint with our office regarding Chrysler. As of today's date, Chrysler has not responded to your complaint.

Our informal complaint resolution process is a voluntary, informal process intended to facilitate communication between consumers and businesses to assist in resolving complaints. Through this process we act as a neutral third party. If a business refuses to respond or to make an adjustment, we cannot compel them to do so. We have completed our informal complaint resolution process and have closed your complaint.

The Attorney General's Office monitors consumer complaints for unfair or deceptive trade practices that may warrant further attention. Even though the Consumer Resource Center closed your complaint, the complaint file is retained in our complaint database. Consumer complaints assist us in identifying possible patterns and practices that may warrant further action by our office. We may still open a formal investigation or take enforcement action against Chrysler pursuant to the Consumer Protection Act at any time if the facts and circumstances indicate that further action is warranted.

We regret that we were unable to assist in resolving your complaint regarding Chrysler. If you would like to pursue the matter further, you may wish to contact a private attorney. The Washington State Bar Association (WSBA) offers research tools to locate private attorneys in your area by offering listings for each County Bar Association. You may access the County Bar Association listing on the WSBA website at

If you cannot afford an attorney, and have a non-criminal legal problem, you may qualify for assistance from the NW Justice Project's CLEAR Coordinated Legal Advice. They may be reached Toll Free at 1-888-201-1014 or online at the following website:

In addition, if you are 60 years old or over, you may call CLEAR SENIOR at 1-888-387-7111 regardless of income.

Please note that consumer complaints, including responses, are public records and are available to the public for copying or inspection in compliance with the Washington State Public Records Act, RCW 42.56.

We hope this information is helpful. If you have questions or would like to submit additional information regarding this complaint, our email address is CRCCcomplaints@ATG.WA.GOV. Please include the complaint number given above on any complaint correspondence.

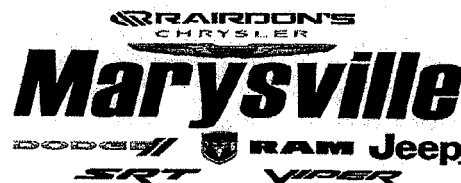
Sincerely,

ANDREW F. WU
Consumer Resource Center Specialist
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

Customer Number [REDACTED]

Invoice No: [REDACTED]

INVOICE



Page 1 of 2

16610 - Smokey Point Blvd. • P.O. Box 3129
ARLINGTON, WA 98223
(360) 658-1200
www.rairdon.com

MARYSVILLE, WA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED] home [REDACTED]

SERVICE ADVISOR: 7148 RANDALL RAUCH

SERVICE ADVISOR: 7743 RANDALL HUGH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
IVORY	13	CHRYSLER 300M	2C3CCARG4DH [REDACTED]		25967 / 26008	TR946	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC12			17:00 14JUL16		0.00	CASH	19JUL16
R.O. OPENED		READY	OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED] ENG:3.6_Liter				
08:21 14JUL16		12:28 19JUL16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST.STATES CHECK ENGINE LIGHT COMES ON AND LOOSES POWER

400 ENGINE ELECTRICAL

7143 WP40

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

25975

check engine light on

no pcm codes does have abs codes

c0037-62 lrear sp sensor

c0036-62 lrear tone wheel

tcm codes p215c-00 output speed wheel sp correlation

u1412 implausible vehicle speed

p1915-00 trans inhibit remote start

inspected for damaged tone wheel, unable to find any issue with tone wheel

replaced left rear speed sensor

road tested no lights drove good

B CUST.STATES SERVICE AWD AND TRAC.LIGHTS COME ON WHILE DRIVING

500 BODY ELECTRICAL

7143 WP40

1 4779645AC SENSOR-ANTI-LOCK BRAKES

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

25975 trac light comes on see job a

C** RENTAL VEHICLE

RENTAL RENTAL VEHICLE

7143 WP40

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

SHOP SUPPLIES: This is a surcharge to repair labor to recover non-itemized parts and supplies and disposal of normal amounts of regulated waste products.

WARRANTY: The only warranty, if any, on the parts and accessories are those made by the manufacturer. Any warranty implied by law expires at the expiration of such manufacturer's warranty. In no event shall the Dealer be liable for incidental or consequential damages.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

RO#:

VIN#: 2C3CCARG4DH [REDACTED]

Customer Number [REDACTED]

Invoice No: [REDACTED]

INVOICE



Page 2 of 2

16610 - Smokey Point Blvd. · P.O. Box 3129
 ARLINGTON, WA 98223
 (360) 658-1200
 www.rairdon.com

MARYSVILLE, WA

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED] home [REDACTED]

SERVICE ADVISOR: 7148 RANDALL RAUCH

SERVICE ADVISOR: TYRONE HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
IVORY	13	CHRYSLER 300M	2C3CCARG4DH		25967 / 26008	TR946	
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R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR ENG:3.6_Liter				
08:21 14JUL16		12:28 19JUL16					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Thank you for allowing The Rairdon Group to service your vehicle. Our goal is for you to be completely satisfied. You may receive a survey from Chrysler, which is your service staff's report card. If you have any concerns please contact the Service Manager to discuss them. Thanks and have a great day!

RO#:

VIN#: 2C3CCARG4DH [REDACTED]

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STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

September 14, 2016

Chrysler Corporation

SCA-US-OLC

Customers Care

PO Box 21-8004

Auburn Hills, Michigan 48321-8004

RE: 2013 Chrysler 300 VIN# 2CCARG4DH [REDACTED]

Dear Sirs:

I am writing this snail mail letter because I tried to e-mail through your web site but it will not go through. I keep getting the message to enter a valid city. I even tried to enter my sons address and again it said invalid city. I assume that that is the way you have chosen to not receive any communication through your system. After all, the city where we purchased our vehicle was also invalid. But I will get on to the reason I am contacting you.

We owned a 2013 Chrysler 300, bought new in 2012. On the 8th of July, 2016 the AWD and Brake lights came on and the car lost power for a short time. I called to schedule an appointment with Raridon's in Arlington, WA. They said to bring it in on the 14th. I didn't feel comfortable driving it with the lights on, so my husband used it to go to the bank on Tuesday the 12th. At the bank it would not shift into park and when he got home he sat in the car for about 15 minutes trying to get it into park before it finally shifted. Thursday, when we took it in I told the mechanic about that problem. I was called later in the day and told that they ordered a part for the AWD but I could pick it up and bring it back in on the following Tuesday.

I got a ride out there and the mechanic gave me the key and said they had reprogrammed the computers. Just as I started out the driveway all the warning lights came on and the car lost power. I was half on the road and barely made it into the driveway next door. I could not shift it into reverse so I had to make a very tight U-turn. When I finally got it back to Raridon's, I had to honk for someone to come out. When the mechanic finally came out he watched me try to get it to shift for about 10 minutes and then had me put the emergency brake on and jump out so he could get in, When he came into the shop about 15 minutes later I asked him if they got it to shift and he said no, they had to disconnect the battery to shut it off. He was on the phone getting me a rental car and calling Chrysler I think. He was very upset and had little to say to me, just get a rental.

On Monday the 18th, I called to see if it was fixed and was told it had some weird issues yet. On Tuesday he called me to pick it up. When I asked what the problem was he said they had reprogrammed the computers. They had already done that on the day it was brought in so I was confused and he said it should be seemed to be fine now but could not tell me why or what happened to it. When I got home I called Chrysler (because my INVALID city would not let me send an e-mail). The only answer they could give me was it should be fine BUT IF IT HAPPENS AGAIN TO CALL A TOW TRUCK.

I sat down and wrote a letter to the WA State AG office detailing the problems because I wanted them to be aware in case something should happen to cause an accident. They recently told me they had no response from Chrysler whatsoever.

We are an older couple, [REDACTED] & [REDACTED] and I have taken my husband to the UW Medical Center more than 30 times since the first of the year. I park in an underground garage and travel during rush hour traffic most of the time. I could not feel comfortable or safe driving that car I was we finally had to trade it off for a highly reported safe vehicle in August. I was borrowing a car to take my husband to his appointments.

We took a hug loss on the trade in value that was between 4000 and 5000 dollars. We have had many Chrysler products in the past including a 1989 Lebanon Convertible, 1991 Fifth Ave, 1993 Intrepid, 1994 Ram 3500, 1997 Caravan, 2001 Jeep Grand Ch, and now this 300. We received a Recall Notice a few days after we traded it in. Do you think I will ever again recommend you again when you don't have the respect or curtesy to respond to an inquiry from the AG Office?

Some kind of answer beside the TOW TRUCK was needed.

A former regular customer.

[REDACTED]

[REDACTED]

Marysville, WA [REDACTED] (This is a valid City)

[REDACTED]