

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

AGENCY USE ONLY 100148

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

Repository ☐

18-NOV-2016

Reference No.
10926948

JAN - 6 2017

OWNER INFORMATION (Type or Print)

Name

Address

City

VALLEY SPRINGS

State

CA

Zip Code

95208

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

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

2C3CCAAG1DH

Make

CHRYSLER

Model

300

Model Year

2013

Date Purchased

2013

Dealer's Name and Telephone Number

Stockton Dodge 209-477-3668

Engine: V-6

No: Cylinders

Fuel Type:

REGULAR

Original Owner

☒

Dealer's City

Stockton, CA 95208

State

CA

Zip Code

95208

6

Transmission Type

9-Speed

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure: Factory

Safety Recall Transmission

Incident Date(s)

18-JUL-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

88,500

Failure Speed

60 AFTER THE SAME DAY

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE OF FACTORY REPAIR

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. THE CONTACT HAD NOT EXPERIENCED ANY FAILURES PRIOR TO BEING REPAIRED PER NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN). SHORTLY AFTER THE DEALER'S REPAIR, THE VEHICLE DRASTICALLY REDUCED SPEED WITHOUT WARNING. THE TRANSMISSION GEARS WOULD NOT REMAIN IN THE GEAR THAT WAS SELECTED. THE VEHICLE WAS TAKEN BACK TO THE DEALER, BUT THE FAILURE COULD NOT BE DUPLICATED. THE DEALER INDICATED THAT MORE THAN ONE TECHNICIAN MAY NEED TO DO FURTHER DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS NOT AVAILABLE. WAS 88,500

CAR FAILED ON THE WAY HOME OF THE SAME DAY OF REPAIR. AFTER HAVING TO WAIT A MONTH THEY STILL COULD NOT REPAIR CAR. TOLD ME THEY STILL WAS TRYING FIND OUT HOW TO REPAIR MY CAR AT THAT POINT I TRADED IT OFF FOR A NEWER CAR. SAME DEALER

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.

NOTE: The RECALL FOR TRANSMISSION REPAIR BE CAUSE
SOME OF THESE CARS IN PARK WITH THE ENGINE RUNNING
WOULD JUMP OUT PARK AND GO INTO GEAR MOVING THE CAR
WHICH SOMEBODY GOT HURT OR KILLED I GOT ~~THE~~ A
LETTER FOR REPAIR SAFETY DONE, I HAD 88,500 MILES ON
MY CAR IT WAS RUNNING PERFECT WITH NO PROBLEMS
BEFORE IT WENT IN THE SAFETY REPAIR AFTER THE REPAIR
ON THE WAY HOME IT JUMPED OUT GEAR AND LOCKED UP IN
LOW GEAR COULD SHIF GEAR ANY MORE THEY COULD NOT

STOCKTON DODGE

"Discount Dodge Land"™

DODGE

CHRYSLER

Jeep



SCOTT PEARCE

Service Consultant

Mon. - Fri. 7 a.m. - 5:30 p.m.

3333 Auto Center Circle
P.O. Box 8009
Stockton, CA 95208-0009
www.stocktondodge.com

(209) 477-3668 ext. 215
Fax (209) 473-4137
spearce@stocktondodge.com

GET IT OUT OF GEAR A MONTH LATER THEY TOLD ME
THEY DID NOT KNOW HOW TO FIX IT STILL TRYING TO GET
INFORMATION, AT THAT POINT I DECIDED TO TRADE IT OFF FOR
A NEWER CAR AT THE SAME DEALER "STOCKTON DODGE"