

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

FOR AGENCY USE ONLY 100148



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

Date Received	Repository <input type="checkbox"/>
27-DEC-2016 FEB 15 2017	Reference No. 10937570

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address		
City DESTREHAN	State LA	Zip Code
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	Make DODGE	Model DART	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 24-DEC-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
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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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 2014 DODGE DART. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS ABLE TO RESTART. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN. THE VIN WAS NOT PROVIDED.

Via #1C3CDFBB5ED [Redacted]
Please find repair receipt included

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)

I Completely disagree with the repair tech, the cable was not broken, the cable simply kept moving out of position, if the cable was broken, How was I able to re-position the cable to get the car to the dealership. If the cable was broken, I would not have been able to get the car in gear. I really believe the dealership was trying to cover up a major issue. I lost 4 days of work plus repair cost due to this issue, my car is a 2014, this should not have occurred.

ATTACH ADDITIONAL SHEETS IF NECESSARY

NEW ORLEANS

LA 700

08 FEB '17

PM 4 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

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

BUSINESS REPLY MAIL

FIRST CLASS MAIL

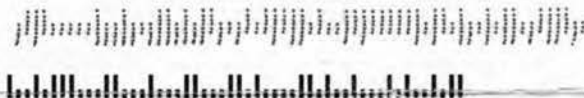
PERMIT NO. 1888

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**

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

CUSTOMER #: [REDACTED]



13000 I-10 Service Road · New Orleans, LA 70128
Phone: (504) 218-1580 · Fax: (504) 218-1566
www.premierdcj.com
service@premierdcj.com

INVOICE

PAGE 1

DESTREHAN, LA
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: [REDACTED] SABRINA PARKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	14	DODGE DART	1C3CDFBB5ED [REDACTED]	[REDACTED]	68991/68991	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14JUN14 DD			16:45 28DEC16		120.00	CASH	28DEC16
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED]					

12:15 28DEC16	17:05 28DEC16	ENG:ED6_2.4L_I4_MultiAir Engine TRN:DA4_6-Speed Automatic Transmission				
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A General Concern #1 [Customer states SHIFTER SAYS IT IS IN DRIVE BUT IT IS IN PARK. CABLE DOES NOT SEEM TO BE STAYING IN PROPER POSITION]

S10 General Concern #1 [Customer states SHIFTER SAYS IT IS IN DRIVE BUT IT IS IN PARK. CABLE DOES NOT SEEM TO BE STAYING IN PROPER POSITION]

19297 CP		240.00	240.00
1 68164081AB CABLE-GEARSHIFT CONTROL		74.29	74.29
PARTS: 74.29	LABOR: 240.00	OTHER: 0.00	TOTAL LINE A: 314.29

68991
SHIFTER CABLE WAS BROKEN AT THE END THAT HOOKS TO THE TRANS,
REMOVED CENTER CONSOL AND BATTERY TRAY TO REPLACE THE CABLE WITH A NEW
ONE ADJUST CABLE TO THE SHIFTER
WORKING AS IT SHOULD AT THIS TIME
TECH 19297
T RAY

EST: 120.00 28DEC16 12:15 SA: 22031

PLEASE TAKE TIME AND REGISTER YOUR VEHICLE IN MOPAROWNERCONNECT.COM FOR SERVICE COUPONS AND RECALL ALERTS

ALL REPAIRS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST EXCLUDING ALIGNMENTS

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.

PREMIER REWARDS

Every visit to our Service Department earns you, our valued customer, 10% towards the purchase of your next vehicle or a discount on future service visits.

Today you earned 10% of \$ [REDACTED] which is \$ [REDACTED] of Premier Rewards (Some restrictions apply. Ask your service advisor for details.)

Thank You

For this opportunity to serve you! It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

DESCRIPTION	TOTALS
LABOR AMOUNT	240.00
PARTS AMOUNT	74.29
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	314.29
LESS INSURANCE	0.00
SALES TAX	31.42
PLEASE PAY THIS AMOUNT	345.71

Premier Chrysler Jeep Dodge
13000 E I-10 Service Road
New Orleans, LA 70128
504-218-1580

12/28/16 05:15 PM

TLI : [REDACTED]

Card Type: MC

Card Acct: [REDACTED]

Card Exp : xx/xx

Name : [REDACTED]

Manual Key

Transaction Type: SALE

Trans Serial # : [REDACTED]

Auth Code [REDACTED]

Amount \$345.71

I agree to pay the indicated amount
and to be bound by the terms of the
card member agreement.
