 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received 14-JUN-2017 AUG 03 2017</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No. 10995125</p>	
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED] (WORK)</p>	<p>E-mail Address</p>		
<p>Address [REDACTED]</p>		<p>Evening Telephone Number [REDACTED] (home)</p>			
<p>City ROCKFORD</p>	<p>State IL</p>	<p>Zip Code [REDACTED]</p>			
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1C3CDZCBXDN [REDACTED]</p>		<p>Make DODGE</p>	<p>Model AVENGER</p>	<p>Model Year 2013</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number Lou Bachrodt</p>		<p>Engine: No: Cylinders 4</p>	<p>Fuel Type: Regular</p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City Rockford</p>	<p>State IL</p>	<p>Zip Code 61108</p>		
<p>Transmission Type</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 03-MAR-2014</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 140000 AIR BAGS</p>			<p>Failure Mileage 42,000</p>	<p>Failure Speed Speed doesn't matter. doesn't work at all no matter the speed.</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* TAKATA RECALL. THE CONTACT OWNS A 2013 DODGE AVENGER. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V668000 (AIR BAGS) AND CONTACTED THE DEALER (ANDERSON CHRYSLER DODGE JEEP RAM, 5711 E STATE ST, ROCKFORD, IL 61108, (888) 213-3468). THE DEALER INDICATED THAT THE REMEDY AND PARTS WERE UNAVAILABLE FOR OVER TWO YEARS. A MECHANIC ALSO INSPECTED THE DTC FOR THE AIR BAG WARNING INDICATOR AND STATED THAT THE PART NEEDED WAS UNAVAILABLE TO BE ORDERED AND ADVISED THE CONTACT TO CALL A DEALER. THE CONTACT CALLED THE DEALER FOR MONTHS, BUT THEY WERE UNABLE TO DETERMINE WHEN THE REMEDY AND PARTS WOULD BECOME AVAILABLE. MONTHS LATER, THE AIR BAG INDICATOR FLASHED AND REMAINED ILLUMINATED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. made a report (over the phone) to Chrysler (the company). They told me they would not buy back my car or let me use it as a trade in. They said to "keep driving the car as is", "it may or may not deploy in an accident. Jason (from dealership) said, "its ok, dont worry it wont explode in your face, because the cars default has shut the entire airbag system down."</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

I have spoken with Manny Auto Repair of Rockford, Anderson Dodge dealership about the issues with safety and electrical issues on this car - yet all (Anderson Dodge) they want to do is keep having me come in for diagnostic findings, yet no repairs. Manny's can't fix it because Dodge/Chrysler doesn't have the parts. Anderson Dodge only encourages me to keep driving an unsafe car. No estimates of when or if parts will ever be available. When I received cards in mail notifying me of recall & telling me to call Anderson Dodge, I called, they claim there is No Recall on anything with my car. Said "throw cards away it must of been mailed to you by mistake!". How do I trade in a car that can't be fixed, isn't road safe & no parts available, I'm stuck w/ a lemon!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

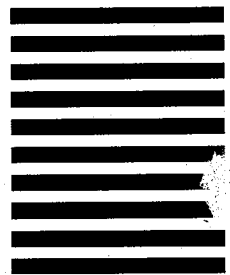
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



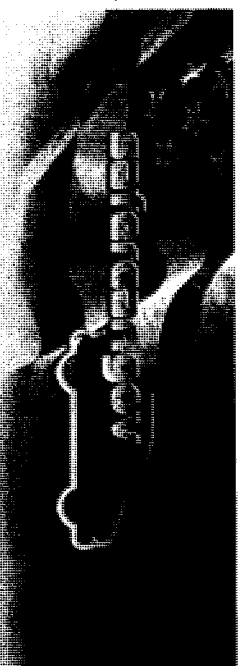
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



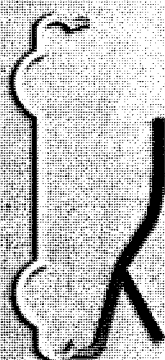
**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



Vehicle Owners: Check for recalls from the U.S. Department of Transportation National Highway Traffic Safety Administration