


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire 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>Date Received</p> <p>18-JUL-2017</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 11006152</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p> <p>[REDACTED]</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p> <p>[REDACTED]</p>			
<p>City</p> <p>BLOOMFIELD</p>	<p>State</p> <p>NJ</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number located at bottom of windshield on driver's side</p> <p>2B3CM5CT8B[REDACTED]</p>		<p>Make</p> <p>DODGE</p>	<p>Model</p> <p>CHARGER</p>	<p>Model Year</p> <p>2011</p>	
<p>Date Purchased</p> <p>10/2011</p>	<p>Dealer's Name and Telephone Number</p> <p>DE COZEN</p>		<p>Engine: 5.7L</p>	<p>Fuel Type:</p> <p>PREMIUM</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>VERONA</p>	<p>State</p> <p>NJ</p>	<p>Zip Code</p> <p>07044</p>	<p>No: Cylinders</p> <p>V8</p>	
<p>Transmission Type</p> <p>AUTOMATIC</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p> <p>ALL WHEEL DRIVE</p>		<p>Multiple Failure: yes</p> <p>BATTERY AND ALTERNATOR</p>	<p>Incident Date(s)</p> <p>15-JUL-2017</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 110000 ELECTRICAL SYSTEM</p> <p>BATTERY, ALTERNATOR</p>			<p>Failure Message</p> <p>60131</p>	<p>Failure Speed</p> <p>3560 STOPPED</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM1SABC036)</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>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</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>APPLICABLE INCIDENT INFORMATION</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>0</p>	<p>Number of Deaths</p> <p>0</p>
<p>Reported to Police</p> <p>N</p>					
<p>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).</p>					
<p>OLD ALTERNATOR IS AVAILABLE. 3 ADDITIONAL PAGES ARE ATTACHED</p>					
<p><small>THE CONTACT OWNS A 2011 DODGE CHARGER. THE CONTACT STATED THAT WHILE DRIVING AT 35 MPH, THE ELECTRICAL SYSTEM WARNING LIGHT ILLUMINATED. THE VEHICLE WAS SHUT OFF AND RESTARTED AND DRIVEN HOME. APPROXIMATELY 5 MILES AT 30 MPH. DURING THAT DRIVE NOTIFICATIONS APPEARED IN THE DRIVER INFORMATION SCREEN, THAT OTHER ELECTRICAL SYSTEMS WERE SHUTTING DOWN (I.E. ADAPTIVE SPEED CONTROL, BLIND SPOT WARNING, PARK ASSIST AUTOMATIC HIGH BEAMS, ETC.). THE CAR ARRIVED HOME SAFELY, AT THAT POINT, THE NEXT MORNING, THERE WAS A HESITANCY IN STARTING, BUT IT DID. AFTER A SHORT DRIVE OF APPROXIMATELY 1/4 MILE, THE CAR WAS SHUT DOWN AND IT WOULD NOT RESTART. THE CAR WAS JUMP STARTED, AND BROUGHT A VERY SHORT DISTANCE TO MY LOCAL INDEPENDENT MECHANIC'S SERVICE STATION. THE BATTERY WAS TESTED AND IT WAS DETERMINED THAT IT NEEDED TO BE REPLACED. A NEW BATTERY WAS INSTALLED AND TESTED FINE. HOWEVER, UPON STARTING THE CAR, THE ALTERNATOR BECAME VERY HOT AND STARTED SMOKING. THE CAR WAS SHUT OFF TO PREVENT A POSSIBLE FIRE. THE ALTERNATOR WAS REMOVED AND REPLACED WITH A NEW ORIGINAL EQUIPMENT ALTERNATOR. THE SERVICE RECEIPT IS ATTACHED. AT THIS TIME THE CAR IS RESPONDING IN A NORMAL FASHION. THE LOCAL DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE BUT DID NOT OFFER ANY FURTHER ASSISTANT. THE VEHICLE FAILURE MESSAGE WAS 60131.</small></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p><small>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.</small></p>					

THE CONTACT OWNS A 2011 DODGE CHARGER. THE CONTACT STATED THAT WHILE DRIVING AT 35 MPH, THE ELECTRICAL SYSTEM WARNING LIGHT ILLUMINATED. THE VEHICLE WAS SHUT OFF AND RESTARTED AND DRIVEN HOME, APPROXIMATELY 5 MILES AT 50 MPH. DURING THAT DRIVE NOTIFICATIONS APPEARED, IN THE DRIVER INFORMATION SCREEN, THAT OTHER ELECTRICAL SYSTEMS WERE SHUTTING DOWN (I.E. ADAPTIVE SPEED CONTROL, BLIND SPOT WARNING, PARK ASSIST AUTOMATIC HIGH BEAMS, ETC.). THE CAR ARRIVED HOME SAFELY, AT THAT POINT. THE NEXT MORNING, THERE WAS A HESITANCY IN STARTING, BUT IT DID. AFTER A SHORT DRIVE OF APPROXIMATELY ¼ MILE, THE CAR WAS SHUT DOWN AND IT WOULD NOT RESTART. THE CAR WAS JUMP STARTED, AND BROUGHT A VERY SHORT DISTANCE TO MY LOCAL INDEPENDENT MECHANIC'S SERVICE STATION. THE BATTERY WAS TESTED AND IT WAS DETERMINED THAT IT NEEDED TO BE REPLACED. A NEW BATTERY WAS INSTALLED AND TESTED FINE. HOWEVER, UPON STARTING THE CAR, THE ALTERNATOR BECAME VERY HOT AND STARTED SMOKING. THE CAR WAS SHUT OFF TO PREVENT A POSSIBLE FIRE. THE ALTERNATOR WAS REMOVED AND REPLACED WITH A NEW ORIGINAL EQUIPMENT ALTERNATOR. THE SERVICE RECEIPT IS ATTACHED. AT THIS TIME THE CAR IS RESPONDING IN A NORMAL FASHION. THE LOCAL DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE BUT DID NOT OFFER ANY FURTHER ASSISTANCE. THE VEHICLE FAILURE MILEAGE WAS 60,131.

Include if available: Police Fire Department Report Photos and Repair Invoice.

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.

8/28/2017

AOL Mail

FW: Follow up to ODI Complaint: —11006152—



EVOQ (NHTSA) (EVOQ@dot.gov)

Wed, Aug 9, 2017 11:58 am

To: you Details

[Redacted] [Redacted]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

◀ Reply ◀◀ Reply All ▶ Forward

JQ AUTOMOTIVE LLC
1050 BROAD ST.
BLOOMFIELD, NJ. 07003
Phone: 973-893-9239 Fax: 973-893-6468

INVOICE

[REDACTED]
Org. Est. [REDACTED]

INVOICE

Date: 07/20/2017

[REDACTED]

2011 Dodge - Charger R/T - 5.7L, V8 (345CI) VIN(T)

Lic # [REDACTED]

Odometer In : 60131

Odometer Out : 60131

Bloomfield, NJ [REDACTED]

Office : [REDACTED] Cellular : [REDACTED]

VIN # : 2B3CM5CT8 BH [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
Battery OE Exact Fit 94R-70	1.00	166.68	166.68		0.00
ALTERNATOR ASSEMBLY - V8, 5.7L Eng 180 Amp 4801833AB	1.00	455.00	455.00	HAD TO JUMP START BATTERY BATTERY - Remove & Replace - All Applicable Models - [Includes: Test.]	0.00 85.04
ALTERNATOR DRIVE BELT - 5.7L Eng 53013576	1.00	64.57	64.57	ALTERNATOR ASSEMBLY - Remove & Replace - V8 ALTERNATOR DRIVE BELT - Remove & Replace - V8 - [Includes: Serpentine type Bell(s).]	0.00 212.60 71.22
				ALTERNATOR CORE CHARGE	0.00 40.00

Org. Estimate 1,170.40 Revisions 0.00 Current Estimate 1,170.40

Labor:	368.86
Parts:	686.25
Sublet:	40.00
SubTotal:	1,095.11
Tax:	75.29
Total:	1,170.40
Bal Due:	\$1,170.40

CK [REDACTED]
7/20/17

[Payments -]
Vehicle Received: 7/20/2017

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car/truck herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____

Date _____

Time _____

**inTELLECT
EXP**

Old Battery


Test Report

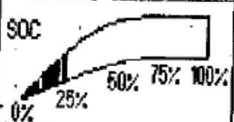
YOUR SHOP NAME
1000 ANY ST.
YOUR TOWN, STATE
60527
USA
800-555-1212
WEBSITE.COM
SHOP ID NUMBER

7/18/2017
11:11 AM

BATTERY TEST

RESULTS	
REPLACE BATTERY	
VOLTAGE:	11.70V
MEASURED:	281 CCA
RATED:	730 CCA
TEMPERATURE:	95°F

STATE OF HEALTH	
	

SOC	
	

AUG 29 2017

TRANSMISSION SHEET

DATE: August 28, 2017

TO: EVOQ (NHTSA)

NUMBER: (202) 366-1767

RE: Follow up to ODI Complaint - 11006152

FROM: [REDACTED]

PHONE # [REDACTED]

FAX [REDACTED]

NUMBER OF PAGES 6 including cover sheet

INSTRUCTIONS: Follow up on complaint