



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**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	Repository <input type="checkbox"/>
31-JUL-2017	Reference No. 11011790
<b>NOV 15 2017</b>	

Daytime Telephone Number	E-mail Address
[REDACTED]	[REDACTED]
Evening Telephone Number	
[REDACTED]	

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
FORT WALTON BEACH	FL	[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 1C3CDFE4ED [REDACTED]		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) 06-JUL-2017

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 030000 BRAKES (PWS), 100000 POWER TRAIN	Failure Mileage 31716	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: DOTM4L9ABC036)	<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 0	Number of Deaths 0	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 2014 DODGE DART. WHILE PARKING, THE VEHICLE FAILED TO SHIFT INTO PARK. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE GEAR SHIFT CABLE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE LOCAL DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE, BUT DID NOT OFFER ANY ASSISTANCE. THE FAILURE MILEAGE WAS 31,716.

I made it home from work, put car in park, continue to roll, I shift the car in reverse, didn't do anything, I tried drive, it wouldn't do nothing, so what I did was put it in park and cut it off. I called Chrysler, they check and said my insurance had expire June 30th, told me to bring car so they can check, took it to L&L, they fixed it

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.

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

if the side walk wasn't high as it was, I would have ran into the building

ATTACH ADDITIONAL SHEETS IF NECESSARY

PENSACOLA  
FL 325  
29 AUG '17  
PM 2 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

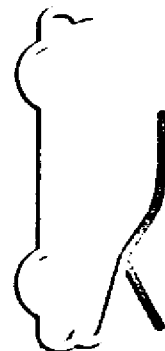
**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



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 Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

**L & L AUTO SERVICE**  
 MV 52208  
 41 BEAL PARKWAY SE  
 FT. WALTON BEACH FL 32548  
 (850) 244-1220  
 THANK YOU FOR YOUR BUSINESS  
 PLEASE CONSIDER US FOR ALL OF YOUR  
 FUTURE AUTOMOTIVE NEEDS

7/20/2017 10:23 AM

page 1

Invoice

Cell Number

FORT WALTON BEA FL

Vehicle : 2014 Dodge Dart 2.4 L 144 CID L4 SOHC 16 Valve

Tag/State

VIN : 1C3CDFEB4ED

Created : 7/19/2017 3:33:24 PM

Odometer In : 41716

Complete : 7/20/2017 10:23:17 AM

Odometer Out : 41716

Invoiced : 7/20/2017 10:23:17 AM

**Labor/Notes**

Qty	Code/Tech*	Reference	Description	Unit Price	Price
2	KB*	LABOR	MISC LABOR	\$80.00	\$160.00
R&R GEARSHIFT CABLE					

**Parts**

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-		GEARSHIFT CABLE		\$79.75	\$79.75

Labor	.....	\$160.00
Parts	.....	\$79.75
Sublet/Misc.	.....	\$0.00
Shop Supplies	.....	\$10.00
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.		
Charges	.....	\$0.00
Sales Tax	Tax @ \$249.75 * 6.0000%	\$14.99

**Total Due** \$264.74

Tech  
KB

Certification #

Customer Signature \_\_\_\_\_