

 <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>OCT 23 2017</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 11024047</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>Email Address</p> <p>[REDACTED]</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p> <p>[REDACTED]</p>			
<p>City DAYTON</p>	<p>State OH</p>	<p>Zip Code [REDACTED]</p>			
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>2B3CM5CT3BH [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>Dealer's Name and Telephone Number</p>		<p>Engine:</p> <p>No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p>Transmission Type</p> <p><input type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s)</p> <p>27-AUG-2017</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM</p>			<p>Failure Mileage</p> <p>95500</p>	<p>Failure Speed</p> <p>35</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: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p> <p><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</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><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</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>TL* THE CONTACT OWNS A 2011 DODGE CHARGER. WHILE DRIVING 35 MPH, THE ENGINE STALLED WITHOUT WARNING. THE CONTACT PULLED OVER TO THE SIDE OF THE ROAD. THE CONTACT RESTARTED THE VEHICLE AND NOTICED THAT THE BATTERY WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. THE CONTACT DROVE HOME AND THE ENGINE STALLED. THE VEHICLE WAS TOWED TO THE DEALER (EVANS ARENA CHRYSLER DODGE JEEP RAM, 924 SHILOH SPRINGS RD, DAYTON, OH 45415) WHERE IT WAS CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY UNTIL MARCH OF 2018. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V435000 (ELECTRICAL SYSTEM); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS CONTACTED AT 800-992-1997 AND CONFIRMED THAT THE PARTS WERE TO BECOME AVAILABLE ONLY IN MARCH OF 2018. THE APPROXIMATE FAILURE MILEAGE WAS 95,500. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>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>					

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On 8/27/17 I was driving on the road and my car just stop running. I restarted it and the battery safe mode appeared on the screen. I made it to my house and my car stop working all together. I called Evan Arena Dodge to make a service apt. They stated they were backed up and gave me a date 8/8/17 @ 10 am. I called the RECALL 9/5/17 agent stated part will not be in until 2018. I stated what I'm I suppose to do without a car, agent stated they will approve a rental until then. I called RECALL 9/6-9/8 to guarantee that my car will get the proper care and I will not be out of a car. Chris service agent at Evan Arena Dodge states my car part is on recall and the part will not available until 2018. I stated I was aware of the issue per RECALL. Chris service agent gave me a bill of \$99.99 I refused to sign and pay for it because it was an alternator recall issue and not fault of my own.

I stated to Chris service agent, "what about a rental per RECALL I will be provided a rental until further notice." Chris stated I don't know why they sent out them letters out because everyone has been coming up here to get their car fixed. I stated to Chris service agent I'm a victim of the recalled alternator and I have been without a car for a week and a half. Chris left desk and Tom supervisor came and stated parts will not be in until March 2018. I stated to Tom that's not my problem, I need to get to work I have 2 jobs and no transportation. I need a rental, Tom stated I will email my district manager and he usually gets back to me quickly for the approval of the rental, if it's the recall alternator. I stated well, I have an apt at 10 am put it on the diagnostic and you should be calling me in an hour. Chris service agent called me at 12:30 and stated it was the alternator and I stated what about the rental? Chris service agent states, "I knew it was the alternator." Chris service agent states Tom manager had an emergency his daughter was in labor and he had to leave. I stated, I have an emergency with my car. Chris service agent stated he will contact the district manager and give me a call before the end of the day.

I called Chris service agent at 4:30 pm 9/8/17 he states he has no approval for a rental and it will be Monday 9/11/17 before he will be able to approval a rental, but you can get a rental and you will be reimbursed. I called RECALL and let them know what was going on and they stated all those days I called them they were escalating my case to the wrong department, they sent it to parts notifications not supervisor level. The agent at RECALL stated she will make sure my issue gets to the proper department she apologized for all the inconvenience I was having surrounding my recall.

Monday 9/11/17 at 9:45am Nancy case manager called from RECALL and left message. I returned her phone call at 10:00am and 5xs after that, left messages no return phone call from Nancy as of 9/13/17.

I continued to call RECALL 9/11/17-9/13/17. At this time no phone call has been received from Evans Arena Dodge Dealership. I called Monday 9/11/17-9/13/17 left messages for Anthony General Manger to call regarding customer service and my recall issues, No call from him as well. On 9/13/17 called RECALL again, due to no response or no phone call from Nancy case manager from RECALL, per my request, RECALL agent escalated the call to supervisor, supervisor called Evans Arena Dealership and spoke with Chris service agent he states they will put a Chrysler alternator on my car until the part comes in 2018. I stated this is not the part for my car, if it was you would have told me last week. Tom Supervisor gets on the phone and states I will put this Chrysler alternator on your car and you can go somewhere else for your business. I stated to Tom supervisor, I bought this car from Evans Arena Dodge you took my money, you will be the one that service my car. Tom supervisor hung up the phone on me after that.

393 #1162047

Tom service Supervisor called October 5, 2017 reported that my car was ready for pick up.

On October 6, 2017 about 2:20 pm, I went to Evans Arena Dodge to pick up my vehicle. When I arrived I stop at the cashier's office to pay for my oil change which was 53.00. Cashier gave me my key and I proceeded to my vehicle. I check the outside of my vehicle and noticed a black substance on my hood. I immediately return to the service station. I spoke with Tom Supervisor and asked him "what the!@# is that black stuff on my hood?" Tom states I don't know we didn't do anything to your hood! I stated when I saw my car the other day it was not there. Tom pulled out a rag, and wiped my hood and stated I don't like your attitude remove your car off the property or I will call the police! I stated call the police I don't care! I drove my car to my grandmother's house. My cousin was following me, she got in my vehicle and we both noticed about 25 nuts and bolts on the floor of the passanger side. I immediately call Evans Arena Dodge to report the nuts and bolts on the floor. I spoke with Tom supervisor, I told him my vehicle has about 25 nuts and bolts on the passanger side floor and it stated that's your problem not mines and hung up the phone on me.

Evans Arena Dodge put an alternator in my car, my car is not the same. I have to push the gas pedal down to the floor to gain power and I have a Herni engine. My car is now parked due to safety.

I reported this issue to the website with pictures as well on October 7, 2017. I reported this incident to case manager Debroh as well.

I faxed all documentation for rentals and radlator to Debrah on October 11, 2017.

eliminating racism
empowering women

ywca

dayton ohio

FAX from YWCA Dayton

141 West Third Street, Dayton, OH 45402

(937)461-5550 phone

(937)222-0610 fax

DATE: 10/16/17	PAGES: 4
TO: DOT Auto Safety	FAX NUMBER: 202-366 1767

REGARDING:
2011 Dodge Charger

COMMENTS:

FOR ASSISTANCE PLEASE CALL [REDACTED] ext. [REDACTED]

Important! This transmission is intended only for the person or entity to which it is addressed. It may contain information that is privileged and confidential. Any unauthorized review, use, disclosure or distribution is prohibited. If you receive this communication but are not the intended recipient, please contact the sender by telephone and destroy all copies of the original message.