



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: 21-SEP-2017
NOV 3 2017
Repository
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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CHERAW State: SC Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
Evening Telephone Number: [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: 2C3CCAETXDH [REDACTED]
Make: CHRYSLER Model: 300C Model Year: 2013
Date Purchased: Jan. 2014 Dealer's Name and Telephone Number: EPIRD CHRYSLER JEEP DODGE 843 6691881 Engine: No: Cylinders Fuel Type: 5.7L V8 HEMI Unleaded 89
Original Owner: Dealer's City: FLORENCE State: SC Zip Code: 29501
Transmission Type: 5 Speed Auto Antilock Brakes Cruise Control Powertrain Limited Warranty: 5 year or 100,000 Multiple Failure: Yes, since Sept 19, 2016 Problems: cranking Incident Date(s): 01-SEP-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage: 18644 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: DOTM19ABC036) Original Equipment 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: Yes No Fire: Yes No
Number of Persons Injured: Number of Deaths: 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 2013 CHRYSLER 300C. THE CONTACT STATED THAT THE VEHICLE WAS NOT OPERABLE WHEN SHIFTED INTO THE START POSITION. THE CONTACT STATED THAT THE FAILURE OCCURRED ON NUMEROUS OCCASIONS FOR OVER A YEAR. THE VEHICLE WAS TAKEN TO INDIAN TRAIL CHRYSLER JEEP DODGE (5501 W HWY, MONROE, NC) WHERE IT WAS DIAGNOSED THAT THE BATTERY WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V435000 (ELECTRICAL SYSTEM). 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 SAME DEALER WAS CONTACTED AND CONFIRMED THAT THE PARTS WOULD NOT BE AVAILABLE UNTIL JANUARY OR FEBRUARY OF 2018. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 18,644. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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.

Repeat From ND of Incidents

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

Problems started after oil change on 9/15/2016. The car would not crank alot and I continue to go to the Chrysler dealer asking questions but couldn't leave car because that's my only transportation, finally had time to replace battery, and I continue to have problems, dealer wanted me to bring the car in and drop off charge for all issues, so I decide not to drop off, Problems continue all year long, Get in push button, wouldn't crank, step out the car push the keyless entry start button and started right up. The issue happen each time I drove the car, until Sept 21, 2017 the car wouldn't crank, Chrysler Company towed the car to Rockingham N.C. 910 582 1200 Andy-manager, said they replaced the battery, the car is still there as of 10/13-2017. I'm afraid to drive the car.

ATTACH ADDITIONAL SHEETS IF NECESSARY I have to pickup the car up.

US 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

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**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

or call:

Vehicle Safety Hotline

888-327-4236

NHTSA

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1200 New Jersey Avenue SE, Washington, DC 20077-9382

