



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"/>
05-JUN-2018 <b>JUL 31 2018</b>	Reference No. 11099983

**OWNER INFORMATION (Type or Print)**

Name			
Address			
City	State	Zip Code	
NEW PORT RICHEY	FL		

Daytime Telephone Number	E-mail Address
Evening Telephone Number	

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 2C3CDXGJ6H		Make DODGE	Model CHARGER	Model Year 2017
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) 30-MAY-2018

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

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 118000 ELECTRICAL SYSTEM: SOFTWARE	Failure Mileage 6000	Failure Speed
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**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)	<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	Number of Deaths	Reported to Police N
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**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 2017 DODGE CHARGER. ON SEVERAL OCCASIONS, WHILE DRIVING VARIOUS SPEEDS, THE RADIO CONSOLE THAT CONTROLLED THE GPS, RADIO FEATURES, AND THE DEFROST FUNCTIONS BECAME INOPERABLE. THE CONTACT STATED THAT THE SCREEN WOULD OCCASIONALLY FREEZE OR DISPLAY A BLANK SCREEN. THE VEHICLE WAS TAKEN TO FERMAN CHRYSLER JEEP DODGE RAM OF NEW PORT RICHEY (4023 US-19, NEW PORT RICHEY, FL 34652, (727) 847-5555) WHERE IT WAS DIAGNOSED THAT THERE WAS A SOFTWARE UPDATE AVAILABLE TO REMEDY THE FAILURE. THE FAILURE RECURRED AND THE DEALER STATED THAT THE RADIO CONSOLE NEEDED TO BE REPLACED. THE RADIO CONSOLE WAS NOT REPLACED. THE FAILURE WAS INTERMITTENT. THE MANUFACTURER WAS CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 6,000.

*Dealer Replaced Radio Console*

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

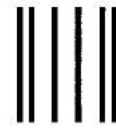
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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)

Dealer Replaced Radio Console

ATTACH ADDITIONAL SHEETS IF NECESSARY

TAMPA  
FL 335  
14 JUL '19  
PM 4.1



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

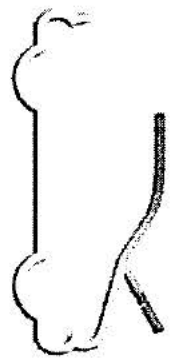
U.S. Department  
of Transportation  
  
National Highway  
Traffic Safety  
Administration  
  
1200 New Jersey Avenue SE,  
Washington, D.C. 20077-9382  
  
Official Business  
Penalty for Private Use \$300

**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 (VOC)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration