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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|------------------------------------------------------------------------------|---------------|
|  <p><b>U.S. Department of Transportation</b><br/><b>National Highway Traffic Safety Administration</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                          | <p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b><br/><b>To Report Vehicle Safety Defects</b><br/><b>1-888-DASH-2-DOT</b><br/><b>(1-888-327-4236)</b><br/><b>INTERNET: www.nhtsa.dot.gov/hotline</b></p> |                                | <p>FOR AGENCY USE ONLY 100148</p>                                            |               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                          | <p>Date Received</p> <p style="text-align: center;">05-JUL-2018<br/><b>SEP 05 2018</b></p>                                                                                                                                           |                                | <p>Repository <input type="checkbox"/></p> <p>Reference No.<br/>11109603</p> |               |
| <p><b>OWNER INFORMATION (Type or Print)</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                          | Daytime Telephone Number                                                                                                                                                                                                             |                                | E-mail Address                                                               |               |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                          | Evening Telephone Number                                                                                                                                                                                                             |                                |                                                                              |               |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | State                                                                    | Zip Code                                                                                                                                                                                                                             |                                |                                                                              |               |
| ACWORTH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | GA                                                                       |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| <p><i>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).</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| <p><b>VEHICLE INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                          | Make                                                                                                                                                                                                                                 | Model                          | Model Year                                                                   |               |
| WD5PD644045                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                          | DODGE                                                                                                                                                                                                                                | SPRINTER                       | 2004                                                                         |               |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Dealer's Name and Telephone Number                                       |                                                                                                                                                                                                                                      | Engine:                        | Fuel Type:                                                                   |               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                          |                                                                                                                                                                                                                                      | No; Cylinders                  | diesel                                                                       |               |
| Original Owner <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Dealer's City                                                            | State                                                                                                                                                                                                                                | Zip Code                       |                                                                              |               |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <input type="checkbox"/> Antilock Brakes                                 | Powertrain                                                                                                                                                                                                                           | Multiple Failure:              | Incident Date(s)                                                             |               |
| diesel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <input checked="" type="checkbox"/> Cruise Control                       |                                                                                                                                                                                                                                      |                                | 12-JUN-2018                                                                  |               |
| <p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| Vehicle Component Codes: 050000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                          |                                                                                                                                                                                                                                      |                                | Failure Mileage                                                              | Failure Speed |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| <p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Tire Model (Name or Number)                                              |                                                                                                                                                                                                                                      | Tire Size (Example P215/65R15) |                                                                              |               |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <input type="checkbox"/> Original Equipment                              | Failure Location:                                                                                                                                                                                                                    |                                |                                                                              |               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <input type="checkbox"/> Prior Repair                                    |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                          |                                                                                                                                                                                                                                      | Tire Failure Type:             |                                                                              |               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| <p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Date Manufactured:                                                       |                                                                                                                                                                                                                                      | Model No./Name:                |                                                                              |               |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Installation System:                                                     |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                          | Failed Part:                                                                                                                                                                                                                         |                                |                                                                              |               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| <p><b>APPLICABLE INCIDENT INFORMATION</b><br/><i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| 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                                                                            |               |
| <p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b><br/>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 2004 DODGE SPRINTER. THE CONTACT STATED THAT THE VEHICLE CONSISTENTLY MISFIRED. THE DODGE MANUFACTURER INCLUDED THE VEHICLE IN ITS T21 EMISSIONS RECALL FOR THE ENGINE CONTROL UNIT; HOWEVER, THE TOOLS, AN AVAILABLE TECHNICIAN, AND THE PART WAS NOT AVAILABLE TO SCHEDULE THE REPAIR APPOINTMENT. THE FOLLOWING DEALERS WERE CONTACTED: ED VOYLES CHRYSLER DODGE JEEP RAM (789 COBB PKWY SE, MARIETTA, GA 30060, (844) 715-5921), SHOTTENKIRK CHRYSLER DODGE JEEP RAM (200 LIBERTY BLVD, CANTON, GA 30114, (678) 535-3417), LANDMARK DODGE CHRYSLER JEEP RAM (6850 MT ZION BLVD, MORROW, GA 30260, (770) 968-4900), DON JACKSON CHRYSLER DODGE JEEP RAM (3950 JONESBORO RD, UNION CITY, GA 30291, (770) 969-7229), AND MALL OF GEORGIA CHRYSLER DODGE JEEP (4345 BUFORD DR, BUFORD, GA 30518, (888) 522-5112). THE VEHICLE WAS NOT DIAGNOSED AND WAS NOT BEING DRIVEN DUE TO THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND ASSIGNED A CASE MANAGER WHO WAS TO RESPOND WITHIN ONE BUSINESS DAY. THE CONTACT WAS WAITING FOR A RESPONSE FROM THE MANUFACTURER. THE FAILURE MILEAGE WAS NOT AVAILABLE.</p> |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></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 Administration 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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                          |                                                                                                                                                                                                                                      |                                |                                                                              |               |

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

Today is August 10, 2018 and we are still attempting to resolve our recall T-21 of Sprinter 2004. Although it has taken 3 mo. to even attempt to get this recall resolved. We went to have the situation solved on Aug 7. Now after a service manager used his own personal computer to do the update we now have a "check engine" light on - Still not resolved. Many poor excuses from CFA - case # [REDACTED] Rude case managers, dealers service reps etc. not my problem. If CFA says it's a problem GA dealerships should not complain

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

N METRO  
GA 301  
10 AUG '18  
PM 7 L



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**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**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



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



Aug 1, 2018

This is our second vehicle and we have other things to do than drag this vehicle back and forth to a less than cooperative Dodge dealership. Many missteps and miscommunication give by Cody the case manager.

Chrysler Fiat Automobiles bought the company and all its warts just, please, appropriately fix our vehicle.

[REDACTED] - coowner with [REDACTED]