



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: 06-AUG-2018
Repository:
Reference No.: 11118131
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OWNER INFORMATION (Type or Print)

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

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
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: 2B3CL3CG2BH [REDACTED] Make: DODGE Model: CHARGER Model Year: 2011
Date Purchased: 6-13-2011 Dealer's Name and Telephone Number: Benson Chrysler-Dodge-Jeep 864-877-0161 Engine: Pentastar Fuel Type: Regular Unleaded
Original Owner: Dealer's City: Greer State: SC Zip Code: 29656 No: Cylinders: 4
Transmission Type: 5 Speed Automatic Antilock Brakes Powertrain: Rear wheel Drive Multiple Failure: Incident Date(s): 01-APR-2018
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, FUEL/PROPULSION SYSTEM (PWS), 072100 FUEL SYSTEM, GASOLINE: DELIVERY: FUEL PUMP Failure Mileage: 103,729 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: 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 2011 DODGE CHARGER. THE CONTACT STATED THAT THERE WAS A STRONG ODOR OF FUEL OUTSIDE AND INSIDE THE VEHICLE, BUT NO PRESENCE OF AN EXTERNAL LEAK. THE DEALER (BENSON CHRYSLER DODGE JEEP RAM, 400 W WADE HAMPTON BLVD, GREER, SC 29650, (864) 877-0161) DIAGNOSED THAT BOTH FUEL PUMPS NEEDED TO BE REPLACED AFTER INSPECTING THAT THERE WAS A CRACK ON ONE OF THE TWO FUEL PUMPS. THE DEALER ALSO INFORMED THE CONTACT THAT THE REAR SEAT PADDING WAS SATURATED WITH FUEL, WHICH LEAKED INTO THE REAR INTERIOR OF THE VEHICLE. THE DEALER REPLACED THE DRIVER AND PASSENGER SIDE FUEL PUMPS. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 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.

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

* Correction to Narrative: The Dealer returned car to me after repair still had a strong gas smell. They told me to leave windows open, that it would go away. The smell persisted. I took the car to have it detailed hoping to get rid of smell. Detailer discovered material covering fuel pumps had been saturated w/gas causing fuel smell. I asked him to cut it out. He also shampooed back seat repeatedly. Fuel smell did go away.
* This design is very dangerous! If I had been a smoker, I'd be dead! It's a miracle using my cell phone in my car didn't spark an explosion! Other than smell eventually, there was no way to know gas was leaking in my car.

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



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



SEARCH ENGINE TO
 400V
 Green SC
 Telephone: 704.474.1111
 Toll Free: 1-800-474-1111
 DALLAS, TX

CELL: [REDACTED]

ANTHONY BULL 344 117T 04/02/18

103,729 /

11/DODGE/CHARGER (3.6L)/CHARGER 06/15/11 176

2-B-3-C-L-3-C-G-2-B-H [REDACTED]

376 03/29/18

MO: 103740

LABOR & PARTS

J# 1 09CHZ ENGINE TECH(S):368 345.00

CUSTOMER STATES GAS SMELL INSIDE CAR AND OUTSIDE
 AUX FUEL PUMP CRACKED
 DIAGNOSED, REPLACED BOTH FUEL PUMPS *plastic google*

Secondary Mopar

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	RL136021-AG	MODULE FUEL	192.00	192.00	192.00
JOB # 1	1	68159764-AB	MODULE PICK	201.40	201.40	201.40
JOB # 1	-1	RL136021-AG	CORE RETURN	40.00	40.00	-40.00
JOB # 1 TOTAL PARTS						353.40

JOB # 1 TOTAL LABOR & PARTS 698.40

J# 2 18CHZ9016 16 POINT INSPECTION TECH(S):368 0.00

23 POINT INSPECTION
 PLEASE CHECK OVER WITH INSPECTION SHEET
 FREE 23 POINT INSPECTION COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+01CHZZTRANFLUSH TRANSMISSION FLUSH TECH(S):368 99.95

FLUSH TRANSMISSION
 MAINT
 PERFORM TRANSMISSION FLUID FLUSH

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	555	TRANS FLUSH	39.95	39.95	39.95
JOB # 3	16	68055894-AA	FLUID ATF +	4.67	3.41	54.56
JOB # 3 TOTAL PARTS						94.51

JOB # 3 TOTAL LABOR & PARTS 194.46

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A	30	SHOP SUPPLIES AND HAZADOUS WASTE				40.00
TOTAL - MISC						40.00

SCHEDULE YOUR NEXT APPOINTMENT ONLINE AT
bensoncdj.com



DODGE-JEEP

BEVISON CHRYSLER... 400 W. WALL... GREEN SC 29615... Telephone... Toll Free... 800-445-4455

CELL:



ANTHONY BULL 344 117T 04/02/18

103,729 /

11/DODGE/CHARGER (3.6L)/CHARGER 06/15/11 176

2-B-3-C-L-3-C-G-2-B-H

376 03/29/18

MO: 103740

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER EXPRESS [] OTHER [] CHARGE *

TOTAL LABOR... 444.95
TOTAL PARTS... 447.91
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG. 40.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 29.28

TOTAL INVOICE \$ 962.14

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SCHEDULE YOUR NEXT APPOINTMENT ONLINE AT bensoncdj.com