

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Sent: Sunday, September 30, 2018 3:00 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Vehicle Owner Questionnaire

Please see attachment for marked-up copy of Vehicle Owner Questionnaire from the owner of the vehicle. Also I included 3 repair attempts with the associated questionnaire.

Best Regards,

[REDACTED]

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 14-AUG-2018	Repository ☐ Reference No. 11119920
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address					
City		State	Zip Code		Evening Telephone Number
ALSTON		GA			
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			Make	Model	Model Year
2C3CDXGJ0JH			DODGE	CHARGER	2018
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
8/29/18	Woody Folsom Dodge (888) 283-8230		No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
☒	Baxley	GA	31513	V8 Premium	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	☐ Cruise Control		7 Failures		01-MAY-2018
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)				Failure Mileage	Failure Speed
				10,318	+55 mph
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	Fire	Number of Persons Injured		Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				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 2018 DODGE CHARGER. WHILE DRIVING VARIOUS SPEEDS ON DIFFERENT OCCASIONS, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT MENTIONED THAT THE VEHICLE NEEDED TO BE SHIFTED INTO PARK AND THEN RESTARTED AFTER SEVERAL ATTEMPTS. THE VEHICLE WAS TAKEN TO WOODY FOLSOM CHRYSLER DODGE JEEP RAM (1059 GOLDEN ISLES W, BAXLEY, GA 31513, (888) 283-8230), BUT NO FAILURE CODES WERE FOUND DURING THE DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 15,000. THE VIN WAS NOT AVAILABLE.					
Owns a 2018 Dodge Charger 392 S&T Pack. 7 stalls & 2 non-starts. Vehicle was taken to Woody Folsom Chrysler Dodge Jeep Ram (2101 East First Street, Vidalia, Ga, 30474, (912) 537-5278). First Failure reported 03/30/18. Mileage was 10,318.					
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.					

CUSTOMER #: [REDACTED]



POSNER PARK

INVOICE



42650 US Highway 27 · Davenport, FL 33837
 P: 863.438.3333 · F: 863.438.3002
 posnerparkchrysler.com

ALSTON, GA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

Repair Shop Registration Number: MV# [REDACTED]

SERVICE ADVISOR: 7772 ZACKARIE P PERRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	18	DODGE CHARGER	2C3CDXGJ0JH [REDACTED]		18983/18983	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
13OCT17 IS			WAIT 16AUG18		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:6.4 Liter				
11:14 16AUG18	12:07 16AUG18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S VEHICLE TURNED ITSELF OFF WHILE HE WAS DRIVING, HAS HAPPENED MULTIPLE TIMES. ONCE HE WAS ABLE TO START IT BACK UP IN NEUTRAL WHILE HE WAS MOVING AND OTHER TIMES HE HAS TO COAST TO A STOP AND RESTART THE CAR. VEHICLE HAD AN OIL CHANGE 1500 MILES AGO AND CAR STATES OIL LIFE IS NEAR %50 AND HAS BEEN MEASURING LOW. HAS SEEN EVIDENCE OF OIL LEAK ON THE GROUND.

CAUSE: E

ENG Engine Performance Concern [Customer States]

8527 C

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

18983 could not duplicate problem no drivability codes in any system. fuel pressure is at 48psi. oil level is full. no signs of oil leaks.

B 23 POINT INSPECTION

9090 23 POINT INSPECTION

8527 C

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

***SHOP SUPPLY COSTS:** We have added a charge equal to 9.997% of the total cost of labor and parts, not to exceed \$30.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	DESCRIPTION	TOTALS
			LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES *	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X

Customer X



WOODY FOLSOM AUTO GROUP, INC.
D/B/A WOODY FOLSOM CHRYSLER DODGE JEEP RAM
OF VIDALIA
2101 East 1st Street
VIDALIA, GA 30474
912-537-8278



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR RYAN	4694	TAG NO. 556	INVOICE DATE 07/27/18	INVOICE NO. [REDACTED]
[REDACTED] APT 60 VIDALIA, GA [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 17,456	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 18/DODGE/CHARGER/4DR SDN RWD				DELIVERY DATE
	VEHICLE I.D. NO. 2 C 3 C D X G J O J H [REDACTED]				DELIVERY MILES
	F.T.E. NO.				SELLING DEALER NO.
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS		P.O. DATE 07/24/18	PRODUCTION DATE
					MO: [REDACTED]

LABOR & PARTS	RECALL #1	TECH(S):4819	WARRANTY
J# 1 23CHZ-00	U68 Safety Recall U68 - Reprogram Powertrain Control Module (Recall CSN 1) PER CUSTOMERS REQUEST PERFORMED RECALL PERFORMED U68 RECALL. 18-U6-81-82		
JOB # 1 TOTAL LABOR & PARTS			0.00
J# 2 19CHZ-08	ENGINE PERFORMANCE Customer States vehicle shuts off when accerating It has shu t off when customer is passing vehicles (Engine Performance Concern) TEST DROVE ON MULTIPLE OCCASIONS. NO PROBLEM FOUND. RETURNED TO CUSTOMER.	TECH(S):4819	0.00
JOB # 2 TOTAL LABOR & PARTS			0.00
J# 3 19CHZ-05	BRAKE SYSTEM CONCERN Customer States brake pedal vibrates when used (Brake System s Concern) TEST DROVE VEHICLE ON MULTIPLE OCCASIONS. INSPECTED BRAKES. NO PROBLEM FOUND. RETURNED TO CUSTOMER.	TECH(S):4819	0.00
JOB # 3 TOTAL LABOR & PARTS			0.00
J# 4 19CHZ-11	GENERAL CONCERN 1 Customer States fluid from front brakes is dispelling and go ing on side of vehicle (General Concern 1) INSPECTED BRAKES. NO FLUID IS LEAKING. PROBLEM APPEARS TO BE COMING FROM ROAD. RETURNED TO CUSTOMER.	TECH(S):4819	0.00
JOB # 4 TOTAL LABOR & PARTS			0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

1846 726 4636

vibration is there but it is not bad enough to change breaks or rotor at this time.



WOODY FOLSOM AUTO GROUP, INC.
D/B/A WOODY FOLSOM CHRYSLER DODGE JEEP RAM
OF VIDALIA
2101 East 1st Street
VIDALIA, GA 30474
912-537-8278

Jeep



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR SHAY	4036	TAG NO. 181	INVOICE DATE 09/26/18	INVOICE NO. [REDACTED]
[REDACTED] VIDALIA, GA [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 21,539	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 18/DODGE/CHARGER/4DR SDN RWD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 C 3 C D X G J O J H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 09/26/18
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			
MO: [REDACTED]					

LABOR & PARTS
J# 1 19CHZ-08 ENGINE PERFORMANCE TECH(S):4819 0.00
CUSTOMER STATES VEHICLE SHUTS OFF WHILE DRIVING INTERMITTENT
AND APPEARS TO SHOW A PATTERN OF SHUTTING OFF BETWEEN 1,000
TO 1,500 MILES.CUSTOMER STATES THEY HAVE BEEN IN CONTACT
WITH CHRYSLER CARE AND REQUEST ONLY FOR THE OBD PORT TO
BE READ TO DETERMINE IF ANY FAULT CODES ARE PRESENT. ALSO
THAT THEY ARE AWARE WE WILL NOT BE ABLE TO DUPLICATE CONCERN
SCANNED FOR CODES ONLY AS REQUESTED BY CUSTOMER. FOUND NO
ACTIVE CODES FOR CONCERN PRESENT. NO DUPLICATION OF CONCERN
WAS ATTEMPTED AT THIS TIME PER CUSTOMER REQUEST.
JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS-----
DELETED OPERATION(S)-----
00CHZ-01 MULTIPOINT
TOTALS-----

* TOTAL LABOR... 0.00
* TOTAL PARTS... 0.00
* [] CASH [] CHECK CHECK NUMBER[] *
* TOTAL SUBLET... 0.00
* [] VISA [] MASTERCARD [] AMERICAN EXPRESS *
* TOTAL G.O.G... 0.00
* [] CHARGE [] OTHER *
* TOTAL MISC CHG. 0.00
* TOTAL MISC DISC 0.00
* TOTAL TAX..... 0.00
* AMOUNT PAID [] *
* TOTAL INVOICE \$ 0.00
* ACCEPTED BY *

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

TERMS: STRICTLY CASH UNLESS
ARRANGEMENTS MADE
I hereby authorize the repair work herein set forth
to be done along with the necessary materials and
agree that you are not responsible for loss or
damage to vehicle or articles left in vehicle in case
of fire, theft or any other cause beyond your control
or for any delays caused by unavailability of parts
or delays in parts shipment by the supplier or
transporter. I hereby grant you and/or your
employees permission to operate the vehicle
herein described on streets, highways or
elsewhere for the purpose of testing and/or
inspection. An express mechanic's lien is hereby
acknowledged on above vehicle to secure the
amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A
COPY HEREOF.

X _____

"The Factory Warranty Constitutes All Of The
Warranties With Respect To The Sale Of This
Item/Items. The Seller Hereby Expressly Disclaims
All Warranties, Either Express Or Implied Including
Any Implied Warranty Of Merchantability Or
Fitness For A Particular Purpose. And The Seller
Neither Assumes Nor Authorizes Any Other Person
To Assume For It Any Liability In Connection With
The Sale Of This Item/Items."

CUSTOMER SIGNATURE