

[REDACTED]

From: [REDACTED]
Sent: Tuesday, November 20, 2018 11:59 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: FW: FW: Follow up to ODI Complaint: ----ODI 11144692-----

Please see and review attached documents.

I included the Repair receipts (2 pages) and K39 Recall announcement (2 pages).

Thanks.

From: [REDACTED]
Sent: Tuesday, November 20, 2018 8:40 AM
To: [REDACTED]
Subject: FW: FW: Follow up to ODI Complaint: ----ODI 11144692-----

Sent from my T-Mobile 4G LTE Device

----- Original message -----

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Date: 11/20/18 5:37 AM (GMT-08:00)
To: [REDACTED]
Subject: FW: FW: Follow up to ODI Complaint: ----ODI 11144692-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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

01-NOV-2018

Repository ☐

Reference No.
11144692

OWNER INFORMATION (Type or Print)

Name

Address

City HERCULES

State CA

Zip Code

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

2C3JA53G35H

Make

CHRYSLER

Model

300

Model Year

2005

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-OCT-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

61148

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: DOTM9ABC036)

☐ 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 2005 CHRYSLER 300. THE CONTACT STATED THAT WHEN THE VEHICLE WAS STARTED, THE GEAR SHIFT LEVER WOULD NOT MOVE OUT OF PARK. THE CONTACT STATED THAT HE REMOVED THE COVER OFF THE GEAR SHIFT LEVER AND MOVED THE SPRING INSIDE THE GEAR TO MOVE THE GEAR TO DRIVE. THE VEHICLE WAS TAKEN TO HILLTOP CHRYSLER JEEP DODGE RAM (3291 AUTO PLAZA DRIVE, RICHMOND, CA 94806) WHERE THE GEAR SHIFT ASSEMBLY WAS REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 61,148.

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 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.

There is currently a life time Dodge/Chrysler floor shifter recall on certain years and models. If you cannot shift from Park, your vehicle may be covered under the Dodge/Chrysler floor shifter warranty.

When the shifter will not move from Park, first, check your rear brake lights, and see if they are working when you step on the brake pedal.

If the brake lights are NOT working, the problem is going to be the Brake Light Switch, located at the top of the brake pedal arm. This switch controls the rear brake lights, and also sends a signal to the Shift Interlock, telling it to release when the brake pedal is depressed. Inspect the electrical connector and wire harness for any loose, broken or damaged wires. If the visual inspection checks ok, replacing the switch will solve the problem.

If the brake lights ARE working, then the problem is going to be a broken spring internal of the shifter assembly. This is actually a HUGE problem for Dodge/Chrysler, and they have issued a Recall: #K39. The problem is a broken spring retainer internal of the shifter assembly. The recall will have them remove the shifter assembly, and “rebuild” it for you, absolutely Free. Unfortunately, due to the location of the break, not even the “over-ride” procedure will work (it’s included at the end of this article, just in case!).

Here is the “official” word from Dodge/Chrysler:

Customer Satisfaction Notification K39

Transmission Shifter Interlock Lever

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some 2005 through 2007 model year Dodge Charger, Magnum and Chrysler 300 equipped with a floor shifter.

The transmission gear shift lever interlock return spring hook on your vehicle may break. A broken interlock return spring hook will result in the inability to move the gear shift lever out of the "PARK" position.

What your dealer will do:

Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will replace the transmission shifter interlock lever. The work will take about one hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do:

Simply contact your Chrysler, Jeep, or Dodge dealer, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help:

Please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Over-ride procedure:

If you would like to try the "over-ride" procedure, use the method below. If the over-ride does not work, this is confirmation of the broken spring, and the shifter will need to be serviced as stated in the Recall Letter above.

- * Turn the key to the ACC or ON position.
- * Remove the liner to the cubby bin to the right side of the shifter (it pulls up and out).
- * Depress the shift over-ride (it's the little pink lever) on the side of the shifter assembly.



WE SERVICE ALL
MAKES AND MODELS

3291 Auto Plaza Dr.
RICHMOND, CA 94806
(510) 243-6100

EPA # CAL000179516

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	ERLINDA DELGADO	742	[REDACTED]	INVOICE DATE	10/02/18	[REDACTED]	
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	[REDACTED]	MILEAGE	61,148	COLOR	BLUE/	
HERCULES, CA	[REDACTED]	YEAR / MAKE / MODEL	05/CHRYSLER/300/4 DOOR SEDAN			DELIVERY DATE	03/05/05	DELIVERY MILES	15
		VEHICLE I.D. NO.	2 C 3 J A 5 3 G 3 5 H [REDACTED]					PRODUCTION DATE	01/22/05
NONE		F.T.E. NO.	[REDACTED]				R.O. DATE	10/01/18	
RE: [REDACTED]	BUSINESS PHONE	COMMENTS							

MO: [REDACTED]

LABOR & PARTS
J# 1 21CHZ-2 TRANS TECH(S):819 499.98

CUSTOMER STATES TRANSMISSION WILL NOT SHIFT OUT OF PARK -
- REPLACE SHIFTER ASSEMBLY (K) - PART IN STOCK
-- NOTE: REINSTALL SHIFTER COVER (IN TRUCK)
REPLACE THE SHIFTER AND VERIFY WORKING NORMAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	68091343-AA	SHIFTER TRANSMISSIO	270.99	270.99	270.99
		PULLED				

JOB # 1 TOTAL PARTS 270.99

JOB # 1 TOTAL LABOR & PARTS 770.97

J# 2 27CHZ-INSP 31 POINT INSPECTION TECH(S):819 0.00
(C/E) PERFORM PREMIUM MULTI-POINT INSPECTION
SEE SHEET

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

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 27CHZ-TIREPRESS TIRE PRESSURE CHECK TECH(S):819 0.00
(.) CHECK AND ADJUST TIRE PRESSURE AS NEEDED
LF=35 RF=35 LR=35 RR=35 PSI

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3						0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 99CHZQCT TECH QUALITY CONTROL TECH(S):819 0.00
TECH QUALITY CONTROL SERVICE UPON COMPLETION
Q OKAY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4						0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	10DISC	10 % COUPON DISCOUNT		-150.00

TOTAL - MISC -150.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$199.99 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$630.00 (+TAX) ON 10/02/18 AT 09:17am
BY [REDACTED] COMMENTS REPLACE SHIFTER HOUSING

M STEADS HILLTOP CHRY PL
3291 AUTO PLZ
RICHMOND, CA 948061931

10/03/2018 15:42:50

DEBIT CARD

DEBIT SALE

Card # XXXXXXXXXXXXXXX9501
Network: STAR
Chip Card: Debit
AID: A0000000042203
ATC: 0092
TC: 46C83C8802C902B5
SEQ #: 20
Batch #: 1852
INVOICE 22
Approval Code: 180816
Entry Method: Chip Read
Mode: Issuer - PIN Verified

SALE AMOUNT \$646.04

CUSTOMER COPY



3291 Auto Plaza Dr.
RICHMOND, CA 94806
(510) 243-6100

EPA # CAL000179516

CELAR

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	ERLINDA DELGADO	742	10/02/18	
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
			61,148 BLUE/	
HERCULES, CA	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	05/CHRYSLER/300/4 DOOR SEDAN	03/05/05	15	
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	2 C 3 J A 5 3 G 3 5 H		01/22/05	
NONE	F.T.E. NO.	R.O. NO.	R.O. DATE	
			10/01/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 61148

TOTALS-----	
BY SIGNING THIS DOCUMENT, CUSTOMER IS ACKNOWLEDGING THAT MICHAEL STEAD'S HILLTOP CHRYSLER JEEP DODGE RECOMMENDED RECOMMENDATIONS AND ARE DESIGNED TO MEET THE DEMANDS OF AREA ROAD AND WEATHER CONDITIONS.	
TOTAL LABOR....	499.98
TOTAL PARTS....	270.99
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-150.00
TOTAL TAX.....	25.07
TOTAL INVOICE \$ 646.04	

BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE

The transmission gear shift lever interlock return spring hook on your vehicle may break. A broken interlock return spring hook will result in the inability to move the gear shift lever out of the “PARK” position.

What your dealer will do:

Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will replace the transmission shifter interlock lever. The work will take about one hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do:

Simply contact your Chrysler, Jeep, or Dodge dealer, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help:

Please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Over-ride procedure:

If you would like to try the “over-ride” procedure, use the method below. If the over-ride does not work, this is confirmation of the broken spring, and the shifter will need to be serviced as stated in the Recall Letter above.

- * Turn the key to the ACC or ON position.**
- * Remove the liner to the cubby bin to the right side of the shifter (it pulls up and out).**
- * Depress the shift over-ride (it’s the little pink lever) on the side of the shifter assembly.**

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WE SERVICE ALL
MAKES AND MODELS

3291 Auto Plaza Dr.
RICHMOND, CA 94806
(510) 243-6100

EPA # CAL000179516

CUSTOMER NO.	ADVISOR	TRG NO.	INVOICE DATE
	ERLINDA DELGADO	742	10/02/18
	LABOR RATE	MILEAGE	COLOR
		61,148	BLUE/
HERCULES, CA	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
	05/CHRYSLER/300/4 DOOR SEDAN	03/05/05	15
	VEHICLE ID NO.	ILLING DEALER NO.	PRODUCTION DATE
	2 C 3 J A 5 3 G 3 5 H		01/22/05
NONE	F.T.E. NO.	R.O. DATE	
		10/01/18	
	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

LABOR & PARTS					
J# 1	21CHZ-2	TRANS	TECH(S):819	499.98	
CUSTOMER STATES TRANSMISSION WILL NOT SHIFT OUT OF PARK -					
- REPLACE SHIFTER ASSEMBLY (K) - PART IN STOCK					
-- NOTE: REINSTALL SHIFTER COVER (IN TRUCK)					
REPLACE THE SHIFTER AND VERIFY WORKING NORMAL					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	
JOB # 1	1	68091343-AA	SHIFTER TRANSMISSIO	270.99 270.99	270.99
		PULLED			
JOB # 1 TOTAL PARTS				270.99	
JOB # 1 TOTAL LABOR & PARTS				770.97	
J# 2	27CHZ-INSPE	31 POINT INSPECTION	TECH(S):819	0.00	
(C/E) PERFORM PREMIUM MULTI-POINT INSPECTION					
SEE SHEET					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	
J# 3	27CHZ-TIREPRESS	TIRE PRESSURE CHECK	TECH(S):819	0.00	
(.) CHECK AND ADJUST TIRE PRESSURE AS NEEDED					
LF=35 RF=35 LR=35 RR=35 PSI					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	
J# 4	99CHZQCT	TECH QUALITY CONTROL	TECH(S):819	0.00	
TECH QUALITY CONTROL SERVICE UPON COMPLETION					
Q OKAY					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	
MISC	CODE	DESCRIPTION	CONTROL NO.		
JOB # 1	10DISC	10 % COUPON DISCOUNT		-150.00	
TOTAL - MISC				-150.00	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$199.99 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$630.00 (+TAX) ON 10/02/18 AT 09:17am
BY [REDACTED] COMMENTS REPLACE SHIFTER HOUSING

M STEADS HLLTP CHRY PL
3291 AUTO PLZ
RICHMOND, CA 948061931

10/03/2018 15:42:50

DEBIT CARD
DEBIT SALE

Card # XXXXXXXXXXXX9501
Network: STAR
Chip Card: Debit
AID: A0000000042203
ATC: 0092
TC: 46C83C88D2C90285
SEQ #: 20
Batch #: 1852
INVOICE 22
Approval Code: 180816
Entry Method: Chip Read
Mode: Issuer - PIN Verified

SALE AMOUNT \$646.04

CUSTOMER COPY



3291 Auto Plaza Dr.
RICHMOND, CA 94806
(510) 243-6100

EPA # CAL000179516

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	ERLINDA DELGADO	742	TAG NO.	[REDACTED]	INVOICE DATE	10/02/18	INVOICE NO.	[REDACTED]	
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	LICENSE NO.	[REDACTED]	MILEAGE	61,148	COLOR	BLUE/	STOCK NO.	[REDACTED]
[REDACTED]	[REDACTED]	YEAR / MAKE / MODEL	05/CHRYSLER/300/4 DOOR SEDAN				DELIVERY DATE	03/05/05	DELIVERY MILES	15	
HERCULES, CA	[REDACTED]	VEHICLE ID. NO.	2 C 3 J A 5 3 G 3 5 H				SELLING DEALER NO.	[REDACTED]	PRODUCTION DATE	01/22/05	
NONE	[REDACTED]	F.T.E. NO.	[REDACTED]	P.	[REDACTED]	R.D. DATE	10/01/18				
[REDACTED]	BUSINESS PHONE	COMMENTS									

MO: [REDACTED]

TOTALS-----	
BY SIGNING THIS DOCUMENT, CUSTOMER IS ACKNOWLEDGING THAT MICHAEL STEAD'S HILLTOP CHRYSLER JEEP DODGE RECOMMENDED RECOMMENDATIONS AND ARE DESIGNED TO MEET THE DEMANDS OF AREA ROAD AND WEATHER CONDITIONS.	TOTAL LABOR.... 499.98 TOTAL PARTS.... 270.99 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC -150.00 TOTAL TAX..... 25.07 TOTAL INVOICE \$ 646.04

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CUSTOMER SIGNATURE