



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

27-DEC-2018

APR 22 2019

Reference No.
11163752

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

SPRINKERS

State NY

Zip Code

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
1C3BC1FG2BN

Make
CHRYSLER

Model
200

Model Year
2011

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)

01-SEP-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 138000 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM

Failure Mileage
152000

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

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 2011 CHRYSLER 200. THE CONTACT STATED THAT THE DEFROSTER WAS NOT OPERABLE AND HOT AIR BLEW FROM THE VENTS. THE VEHICLE WAS TAKEN TO COBLESKILL CHRYSLER DODGE JEEP RAM (2444 STATE ROUTE 7, COBLESKILL, NY 12043, (518) 234-4000) WHERE IT WAS DIAGNOSED THAT THE HEATER CORE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 152,000.

is aware of the failure. called them
on 1/8/19 ODI# 13752
reg# [REDACTED]

not what I
saw.

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)

I called and stated that I was getting heat on the drivers side and not the passenger side. Therefore causing the passenger side not be able to defrost properly. Causing a visual issue on that side. Could cause an accident. Cannot have children in the car due to the lack of heat. I have done research online and talked to other people who own this kind of car or town 3 country vehicle. The same issues have arisen in those

regardless of mileage
ATTACH ADDITIONAL SHEETS IF NECESSARY

vehicles as well. Therefore I believe meaning there is a faulty part that is common among these vehicles and needs to be recalled to be replaced. Please feel free to contact me about this issue. Thank you.

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

3/4/19

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**

PS - have enclosed order details from dealership about what has been done.



**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

888.682.7423

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Repair Order Details

██████████
 RICHMONDVILLE, NY ██████████

11 CHRYSLER 200 TOURIN
 VIN: 1C3BC1FG2BN ██████████

RO

Serv. Adv. **FRANCE, PAUL C.**
 RO Date **11/19/2018** Mileage In **150,826** Invoice Date **11/19/2018** Mileage Out **150,826**
 Pay Method **Cash** G/L Group **1** Shop Charge? **Y** Warr. Type **C**
 Customer Control No. **██████████** Warr. Auth. No. **██████████** Serv. Cont. Deduct. **\$0.00** Warr. Deduct. **\$0.00**
 Discount Coupon Amount **\$0.00** Sales Tax? **Y** Charge 1? **N** Charge 2? **N**

Line A

Op-Code: 00

Type: Internal

Pay Rate:

Complaint: Multi-point inspection (according to maintenance interval)

Cause: VEHICLE CHECK UP

Correction: PERFORM COMPLIMENTARY CHECKUP

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A09	BENKENSTIEN, STEVEN M.	0.1	0.0	\$2.00	\$0.00
				Labor Total	\$0.00
				Line Total	\$0.00

Line B

Op-Code: DIAG

Type: Customer

Pay Rate:

Complaint: General Concern #1 [Coolant service]

Correction: PERFORMED COOLANT SERVICE BG - FLUSHED SYSTEM

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A09	BENKENSTIEN, STEVEN M.	1.0	0.0	\$20.00	\$91.25
				Labor Total	\$91.25

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
BGCOOL	COOLANT SERVICE	1	\$31.10	\$31.10	
5901	CT2 FLUSH KIT	1	\$0.00	\$0.00	
5184570AJ	HOUSING THERM	1	\$17.60	\$17.60	
				Parts Total	\$48.70
				Line Total	\$139.95

Line C

Op-Code: 08S61182

Type: Warranty

Pay Rate:

Complaint: Recall / CSN 1 [S61: Safety Recall S61 - Occupant Restraint Controller** S61 - OCCUPANT RESTRAINT CONTROLLER]

Correction: REPLACED ORC MODULE

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A09	BENKENSTIEN, STEVEN M.	0.7	0.0	\$14.00	\$60.75
				Labor Total	\$60.75

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
CSZES61AAA	MODULE ORC M	1	\$51.03	\$51.03	
				Parts Total	\$51.03
				Line Total	\$111.78

Line D

Op-Code: DIAG

Type: Customer

Pay Rate:

Complaint: General Concern #2 [Customer Requests preform HVAC door check]

Correction: CHECKED AND DOOR ACTUATORS WORKING

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A09	BENKENSTIEN, STEVEN M.	0.0	0.0	\$0.00	\$0.00
				Labor Total	\$0.00
				Line Total	\$0.00

Summary of Charges					Charges for KIPP;TINA M				
War/Int/SvCont Charges									
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount	
Labor	Warranty		\$14.00	\$60.75	Labor		\$20.00	\$91.25	
Parts	Warranty		\$36.45	\$51.03	Parts		\$8.80	\$17.60	
Labor	Internal		\$2.00	\$0.00	SalesTax		\$0.00	\$11.20	
					Parts-Other		\$18.62	\$31.10	
			\$52.45	\$111.78				\$47.42 \$151.15	
Receivable	Control No.	Acct No.	Amount		Receivable	Control No.	Acct No.	Amount	
Warranty			\$111.78		Cash		117	\$151.15	
			\$111.78					\$151.15	

RO Labor Total	\$152.00
RO Parts Total	\$99.73
RO Sublets Total	\$0.00
RO Misc Total	\$0.00
RO Grand Total	\$251.73

03/04/2019 12:17 PM

Repair Order Details

RICHMONDVILLE, NY

11 CHRYSLER 200 TOURIN
VIN: 1C3BC1FG2BN

RO

Serv. Adv. **FRANCE, PAUL C.**
 RO Date **02/07/2019** Mileage In **155,214** Invoice Date **02/07/2019** Mileage Out **155,214**
 Pay Method **Cash** G/L Group **1** Shop Charge? **Y** Warr. Type **C**
 Customer Control No. **[REDACTED]** Warr. Auth. No. **[REDACTED]** Serv. Cont. Deduct. **\$0.00** Warr. Deduct. **\$0.00**
 Discount Coupon Amount **\$0.00** Sales Tax? **Y** Charge 1? **N** Charge 2? **N**

Line A

Op-Code: 00

Type: Internal

Pay Rate:

Complaint: Multi-point inspection (according to maintenance interval)

Cause: VEHICLE CHECK UP

Correction: PERFORM COMPLIMENTARY CHECKUP

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A84	KOSINSKI, DANIEL	0.1	0.0	\$2.70	\$0.00
				Labor Total	\$0.00
				Line Total	\$0.00

Line B

Op-Code: DIAG

Type: Customer

Pay Rate:

Complaint: AC/Heating Concern [No heat on pass side again hear gruggling noise in dash]

Correction: checked for codes - only for low tire pressure tested doors ok and tested and recommend heater core

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A84	KOSINSKI, DANIEL	1.0	0.0	\$27.00	\$94.00
				Labor Total	\$94.00
				Line Total	\$94.00

Summary of Charges

War/Int/SvCont Charges					Charges for KIPP;TINA M				
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount	
Labor	Internal	[REDACTED]	\$2.70	\$0.00	Labor	[REDACTED]	\$27.00	\$94.00	
					SalesTax	[REDACTED]	\$0.00	\$7.52	
			\$2.70	\$0.00			\$27.00	\$101.52	
Receivable	Control No.	Acct No.	Amount		Receivable	Control No.	Acct No.	Amount	
			\$0.00		Cash	[REDACTED]	117	\$101.52	
								\$101.52	

RO Labor Total \$94.00
RO Parts Total \$0.00
RO Sublets Total \$0.00
RO Misc Total \$0.00
RO Grand Total \$94.00

03/04/2019 12:16 PM