



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

31-JAN-2019

Reference No.

APR 09 2019

11173281

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City BROOKSVILLE State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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: 1C3CDZAG1EN [REDACTED]
 Make DODGE Model AVENGER Model Year 2014
 Date Purchased Oct. 2013 Dealer's Name and Telephone Number Crystal Automotive 352-597-1265 Engine: No: Cylinders
 Original Owner [checked] Dealer's City Brooksville State FL Zip Code 34613
 Transmission Type 6 SP Automatic Antilock Brakes Powertrain Multiple Failure: Incident Date(s) Jan. 2018 and 31-JAN-2019
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS), 138120 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM: WINDSHIELD: HEATER CORE
 Failure Mileage 2018- 52000 Failure Speed when running 2019- 63000

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
 DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
 Tire Component Code [REDACTED] Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name:
 Seat Type: [REDACTED] Installation System:
 Child Seat Component Code: [REDACTED] 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 [REDACTED] Number of Deaths [REDACTED] 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 2014 DODGE AVENGER. THE CONTACT STATED THAT THE VENT CONTROL FUNCTION WAS NOT WORKING PROPERLY WHEN ATTEMPTING TO HEAT THE VEHICLE. CRYSTAL CHRYSLER DODGE JEEP OF BROOKSVILLE (14358 CORTEZ BLVD, BROOKSVILLE, FL 34613, (352) 597-1265) STATED THAT FLUIDS LEAKED INTO THE RADIATOR DURING VEHICLE PRODUCTION, WHICH CAUSED DEBRIS AROUND THE HEATER CORE. THE DEALER INDICATED THAT THE VEHICLE WOULD NOT BE REPAIRED UNDER WARRANTY AND FURTHER TESTING WAS REQUIRED. ADDITIONALLY, THE HEATER CORE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 52,000.

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)

Car heater was blowing cool on a passenger side. Crystal Automotive contacted CNA National for repair approval. Crystal told me CNA declined the work and repair would cost me \$900. Crystal told me CNA said the damage to the heater core (which is covered in my warranty) was because of a "Floe Issue". I was told the liquid going thru the cooling system caused the damage and thus is not covered under warranty. Since I never put any foreign liquid in the cooling system and since Crystal said nothing I did caused the problem damage I believe Auto Manufacturer is obligated to repair my vehicle since it was sold to me with the cooling system #defect.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



Brooksville, FL

FL 335
27 MAR '19
10:43 AM



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**



TAMPA
SAINT PETERSBURG FL
27 MAR 2019 PM 9 L

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**



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