

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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 ☐

22-APR-2019

Reference No.

JUN 2 1 2019

11202844

OWNER INFORMATION (Type or Print)

Name

Address

City

LEXINGTON

State

KY

Zip Code

Daytime Telephone Number

E-mail Address

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

1C3CCCAB5F

Make

CHRYSLER

Model

200

Model Year

2015

Date Purchased

Dealer's Name and Telephone Number

Cartown Kia USA ; (859) 887-4737

Engine:

No: Cylinders

4

Fuel Type:

E85

Original Owner

☐

Dealer's City

Nicholasville

State

KY

Zip Code

40356

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Catalytic converter, Spark Plugs, Intake Gasket, Ignition Coil Gasket, Head Cover Gasket

Incident Date(s)

29-JAN-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)

Failure Mileage

83309

Failure Speed

55mph

total
shut
down

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 2015 CHRYSLER 200. WHEN THE VEHICLE WAS STARTED, IT STALLED AND JERKED. THE CONTACT HAD TO ALLOW THE ENGINE TO WARM UP FOR APPROXIMATELY 30 MINUTES BEFORE IT OPERATED NORMALLY. THE CONTACT NOTICED THAT ENGINE OIL SPILLED INTO THE SPARK PLUG CHAMBER. THE VEHICLE WAS TAKEN TO CAR TOWN KIA USA (3120 LEXINGTON ROAD, NICHOLASVILLE, KY 40356, (859) 887-4737) WHERE THE FAILURE WAS CONFIRMED. THE THROTTLE BODY, OIL EXHAUST MANIFOLD, TWO ENGINE SENSORS, AND CATALYTIC CONVERTER WERE CLEANED AND REPAIRED, BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN TO DAN CUMMINS CHEVROLET BUICK (1020 MARTIN LUTHER KING JR. BOULEVARD, PARIS, KY 40361, (859) 340-1649) WHERE ENGINE OIL WAS FOUND IN THE SPARK PLUG CHAMBER AGAIN. THE DEALER CLEANED THE SPARK PLUG CHAMBER AND STATED THAT THE VEHICLE REQUIRED AN OIL CHANGE EVERY 3,000 MILES. THE DEALER FURTHER STATED THAT IF THE OIL CHANGE WAS NOT PERFORMED, THE ENGINE WOULD LOSE OIL AND THE OIL WOULD FLOOD INTO THE SPARK PLUG CHAMBER. THE MANUFACTURER WAS CONTACTED AND PROVIDED CASE NUMBER: [REDACTED] THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 83,309.

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)

ON 5/14/19; Dan Cummins Chevrolet, Buick Service dept had us perform a 1000 mile Oil Consumption test by Sealing dip stick/oil access points and with our Concern/Objection due to how the car quit on the Hwy previous, but we were to drive for 1000 miles and return to see results. At 884 miles we returned and the car with no sign of leaks Used over a quart of Oil. Dan Cummins replace Valve Cover-Spark Plug Tube Seal; Gasket: ignition Coil; Gasket: Cylinder Head Cover under 5/22/19 Power train warranty. Chrysler Manufacturer Stated they would cover cost of rental car. They Stated they would cover Catalytic Converter replacement because the repair was done by an uncert. mechanic where we bought the car (Car Town USA). As of 6/5, Chrysler has been very difficult responding to email. I sent an email for an address to send in receipts to no avail.

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U.S. Department
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National Highway
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Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300



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National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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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