

 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
	Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 22-APR-2019 JUL 07 2019	Repository ☐ Reference No. 11202931
			Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
OWNER INFORMATION (Type or Print)				
Name [REDACTED]		City CARLTON <i>Carleton</i>		Evening Telephone Number [REDACTED]
Address [REDACTED]		State MI	Zip Code [REDACTED]	
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 <i>1C3CDZCB3CN</i> [REDACTED]		Make DODGE	Model AVENGER	Model Year 2012
Date Purchased <i>Fall 2012</i>	Dealer's Name and Telephone Number <i>Monroe Dodge Chrysler Monroe MI.</i>		Engine: 4 No: Cylinders	Fuel Type: <i>Gas</i> <i>un loaded fuel</i>
Original Owner ☒	Dealer's City <i>Monroe MI.</i>	State <i>MI</i>	Zip Code	
Transmission Type <i>Automatic</i>	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-JAN-2019
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 060000 ENGINE (PWS), 138120 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM: WINDSHIELD: HEATER CORE			Failure Mileage 146000	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 0	Number of Deaths 0	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 2012 DODGE AVENGER. WHILE ATTEMPTING TO HEAT THE VEHICLE AND ACTIVATE THE WINDSHIELD DEFROSTER, THE CONTACT REALIZED THAT THE FEATURES WERE INOPERABLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE HEATER CORE NEEDED TO BE REPLACED. THE VEHICLE WAS CURRENTLY BEING REPAIRED. THE DEALER AND MANUFACTURER WERE NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 146,000. THE VIN WAS NOT AVAILABLE.				
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.				

TL The Colntact Owns a 2012 Dodge Avenger. Vin # 1C3CDZCB3CN [REDACTED] While attempting to work the heater to set defrost mode the car windsheild would only defrost 1 side causing a blind spot. Took car to Brownstown automotive in Brownstown MI. on Allen Rd. They diagnosed the problem as the actuator doors. After paying them somewhere around \$500.00 to fix it still was not fixed, and they told me that the doors needed to be flashed at the dealer. Took it to dealer for this and they told me they needed to pull the dash out to see what the problem was and that would be 1200.00 just to diagnose. I refused service there and took the car to an independent mechanic who looked up these issues on line. He then determend that it had to be heater core and the dash would have to come out. It cost me over 1200.00 to have this done, and after having the heater core in hand the mechanic cut it open and found it was plugged with silicone and dust particals from when factory put engine together. I am not only asking for a recall on this, but a inspection of quality of workmanship in our factories. When they do not pay attention to these details it not only can cause damages and high repair bills, but life itself if left stranded or blind sided. Thank you for your attention on this matter. Your truly [REDACTED]