

 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 12-JUN-2019 AUG 26 2019		Repository ☐ Reference No. 11219504	
OWNER INFORMATION (Type or Print)				
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]
Address [REDACTED]		Evening Telephone Number [REDACTED]		
City HARLEYVILLE	State SC	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 1C3CDFEB2FD [REDACTED]		Make DODGE	Model DART	Model Year 2015
Date Purchased June 2019	Dealer's Name and Telephone Number (Facebook marketplace) He had bought it in KY		Engine: No: Cylinders	Fuel Type:
Original Owner ☐ NO	Dealer's City Summerville	State SC	Zip Code	
Transmission Type	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01- MAY -2019 June
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 030000 BRAKES (PWS)			Failure Mileage 66000	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 2015 DODGE DART. WHILE ATTEMPTING TO STOP THE VEHICLE, THE BRAKE PEDAL WOULD NOT FUNCTION PROPERLY. THE BRAKE PEDAL HAD TO BE DEPRESSED MULTIPLE TIMES BEFORE THE VEHICLE RESPONDED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE BRAKE BOOSTER, BRAKE LINES, AND BRAKE BUMP NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE LOCAL DEALER (DODGE IN SUMMERVILLE, 195 NARYNEADE DR, SUMMERVILLE, SC) AND THE MANUFACTURER WERE NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 66,000. Tire King saw the problem was the exact one in the recall for 2010's-2014's so they would not fix it + said it had to be done by the dealer. The dealer however said the recall was VIN specific + I had to pay (even though it was the exact problem in the recall for the previous year's model) See attached				
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.				

TIRE KING

AR CARE ONE CENTER
15-B N. JEFFRIES BLVD.
WALTERBORO, SC 29488

HEAVENLY OWNED 843-549-9995 FAMILY OPERATED

Repair Order #

Date : 6/11/2019

Page 1 of 3

Center : 1

Customer :
Address :
City : HARLEYVILLE, SC
Phone 1 :
Phone 2 :

Ext :

Ext :

Vehicle : 2015 DODG DART

License :

ACCC : N

VIN : 1C3CDFEB2FD

Fleet #:

Engine : 4-2360 2.4L SOHC

Trans :

Mileage : 66361

OIL :

Parts

Labor

Quan	Part Number	Description	Price
1.00		TOPPED BRAKE FLUID	3.00
1.00		TOPPED COOLANT	4.00
4.00	00121700	OTANI	251.04
4.00		TIRE FEE	8.00
Tread Depth:		Warranty: 0	
Rating:		Size: 225/40ZR18	
Tire 1 DOT:		1E6M1D060319	
Tire 2 DOT:		1E6M1D060319	
Tire 3 DOT:		1E6M1D060319	
Tire 4 DOT:		1E6M1D060319	

Payments:			
MSTR C, on 06/11/19			\$412.36

Op Tech	Description	Time	Charge
008001 MS	SAFETY INSPECTION		30.00
	MS ANY DASH LIGHTS ON? NO		
	LIST		
	ANY SPECIAL CONCERNS:CHECK BRAKES THEY WERE MAKING A NOISE AS SHE PULLED IN TO THE PARKING LOT AND JUST BROUGHT CAR FRIDAY.		
	MS PARKED VEHICLE		
	NOTE**		
	1.AIR FILTER NEEDS TO REPLACED		
	2.WIPER BLADES NEED TO BE REPLACED		
	3.BEST TO PUMP BRAKES UP UNTIL BOOSTER IS REPLACED-SMALL PUMPS UNTIL YOU FEEL IT GRAB		
	4.BRAKE BOOSTER IS ON RECALL WILL NEED TO TAKE TO DEALER TO FIX		

OK Bad

Recommendation

OK Bad

Recommendation

OK Bad

Recommendation

They saw the recall + since it was the SAME PROBLEM assumed our car was in it also, and thought the dealer would fix... They emailed me the webpage - see attached

TIRES

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. ALL REPAIRS HAS A MINIMUM OF 6 MONTH WARRANTY.

SIGN

PHONE*

Labor :	\$113.80
Parts :	\$258.04
Sublet :	\$0.00
Other Fees :	\$8.00
SHOP/ENVIRO	\$11.00
Subtotal :	\$390.84
Sales Tax :	\$21.52

Paid By :	Total :	\$412.36
MSTR CHARG VISA		
Pay Ref :	Paid :	\$412.36
	Due :	\$0.00

Dodge will recall 121,603 worldwide examples of the 2013-2014 Dart with the 2.0- and 2.4-liter engines because of possible loss of power brake assistance. The company reports two minor injuries and seven accidents potentially related to this problem. The affected models have build dates before Jan. 24, 2014. There are 105,458 of these vehicles in the US; 11,996 in Canada; 3,705 in Mexico; and 444 outside of NAFTA. This campaign doesn't affect Darts with the 1.4-liter engine.

These vehicles' brake-booster vacuum tube routing can potentially allow oil to access and eventually to degrade the brake booster diaphragm. If this happens, then the vehicles could lose braking assist. The brakes themselves would continue to work, but the driver would experience longer stopping distances. A pop or similar sound of a vacuum leak sometimes precedes the problem, according to the automaker.

Dealers will inspect the components and replace the vacuum tube. If technicians find oil in the tube, they'll also swap out the vacuum pump, brake booster, and master cylinder. Affected owners will receive notice from the company within the next 60 days.

Statement: Vacuum-tube Assembly

December 3, 2015 , Auburn Hills, Mich. - FCA US LLC is voluntarily recalling an estimated 105,458 compact sedans in the U.S. to inspect and replace vacuum-tube assemblies and certain other components, as required.

Some of the affected vehicles may be subject to oil migration that could affect their brake systems' power-assist feature. Foundation brake function is unaffected. However, if this condition occurs, the driver may notice hard pedal-feel on brake application, and longer distances may be required to stop the vehicle in emergency situations.

An FCA US investigation identified certain model-year 2013-14 vehicles equipped with 2.0-liter and 2.4-liter engines, may have brake-booster vacuum-tube routing that inadvertently allows oil to reach the brake booster diaphragm, if ever the vacuum-pump check valve fails. Oil may degrade the diaphragm and lead to a loss of brake-assist – a feature that helps reduce stopping distances.

FCA US is aware of two minor injuries and seven accidents that are or may be related to this condition.

The recall is limited to model-year 2013-14 Dodge Dart sedans produced before Jan. 24, 2014. It also affects an estimated 11,996 cars in Canada; 3,705 in Mexico and 444 outside the NAFTA region.

Vehicles equipped with 1.4-liter engines are excluded.

Affected customers will be advised when they may schedule service, which will be performed at no cost.

The condition may be preceded by a pop or a sound consistent with a vacuum leak. Customers who experience such events and/or hard pedal-feel are advised to contact their dealers.

Service comprises an inspection and vacuum-tube replacement. If oil is found in the vacuum tube, dealers will also replace the vacuum pump, brake booster and master cylinder.

Customers with additional questions may call the FCA US Customer Information Center at 1-800-853-1403.



Jeep



HOOVER

AUTOMOTIVE, LLC

195 Mary Meade Drive P.O. Box 1518
SUMMERVILLE, S.C. 29483
(843) 873-1114 (843) 873-8762 FAX:



RAM



CELL: [REDACTED]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
[REDACTED]	CLAY	715 679	06/14/19	[REDACTED]
[REDACTED] HARLEYVILLE, SC	LABOR RATE	LICENSE NO	MILEAGE	COLOR
	135.00		66,418	
	YEAR / MAKE / MODEL			
	15/CHRYSLER/DART (2.4L)/DART (2.4L)			DELIVERY DATE
	VEHICLE ID NO			DELIVERY MILES
	1 C 3 C D F E B 2 F D			SELLING DEALER NO
	F.T.E. NO	P.O. NO	R.O. DATE	PRODUCTION DATE
			06/12/19	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]				

MO: 66419

LABOR & PARTS
 JOB # 1 30CHZ RECALL TECH(S):821 WARRANTY
 V34 SAFETY RECALL V34 - TRANSMISSION SHIFT CABLE BUSHING (Re
 call CSN 1)
 NO PARTS AVAILABLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

JOB # 2 08CHZO ELECTRICAL TECH(S):821 67.50
 Customer Requests A NEW KEY FOB AND KEY FOR HIS VHCL CUST AL
 READY SPOKE TO KYLE IN PARTS AND KEY AND FOB ARE IN STOCK (E
 lectrical Concern)
 PROGRAMED KEY FOB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	68225803-AB	TRANSMTR 08059057	169.00
JOB # 2	1	68200221-AA	KEY BLANK 23017001	40.95
JOB # 2 TOTAL PARTS				209.95
JOB # 2 TOTAL LABOR & PARTS				277.45

JOB # 3 27CHZ 23 PT INSPECT/MAINT TECH(S):821 0.00
 (Multi-point inspection according to maintenance interval)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

JOB # 4 0SCHZ BRAKES TECH(S):821 472.50
 Customer States BRAKES ARE NOT FUNCTIONING PROPERLY AND HE S
 TATES THAT HE HAS TO PUMP THE BRAKES SEVERAL TIMES FOR THEM
 TO WORK PLEASE DIAG AND ADVISE (Brake Systems Concern)
 FOUND BARKE BOOSTER BAD
 REPLACED BOOSTER VACUUM PUMP AND HOSE VEHICLE WORKING AS
 DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	68166807-AB	BOOSTER P 05100002	104.00
JOB # 4	1	68082161-AF	HOSE BRAK 05062001	74.75
JOB # 4	1	68232659-AA	CLIP MAST 05057002	4.00
JOB # 4	1	5048401-AB	PUMP VACU 14073007	109.00
JOB # 4 TOTAL PARTS				291.75
JOB # 4 TOTAL LABOR & PARTS				764.25

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	RC	REGULATORY COMPLIANCE EXPENSE	3.00
JOB # A	SS	SHOP SUPPLIES/MISC	30.00
JOB # 2	RENT-T	RENTAL INCOME-TRUCK	37.04
JOB # 2	RENT-S/TT	RENTAL SALES TAX TRUCK	2.96

HOOVER

AUTOMOTIVE, LLC

195 Mary Meade Drive P.O. Box 1518
SUMMERVILLE, S.C. 29483
(843) 873-1114 (843) 873-8762 FAX



RAM



ORDER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL
	CLAY	715 679	06/14/19	
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
	135.00			
	YEAR / MAKE / MODEL	MILEAGE	DELIVERY DATE	DELIVERY MILES
	15/CHRYSLER/DART (2.4L)/DART (2.4L)	66,418 /		
HARLEYVILLE, SC	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	1 C 3 C D F E B 2 F D			
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			06/12/19	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 66419

TOTAL - MISC 73.00

TOTALS

ALL INSTALLED MOPAR PARTS/LABOR HAVE A 24MON/UNLIMITED MILE WARRANTY, (CUMMINS DIESEL 6 MONS/UNLIMITED MILEAGE). IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE SERVICE DEPARTMENT AT 843-873-1993 OR 843-873-1114. WE APPRECIATE YOUR BUSINESS AND THANK YOU.

TOTAL LABOR....	540.00
TOTAL PARTS....	501.70
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	73.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	42.54

TOTAL INVOICE \$ 1157.24

PREFERRED METHOD OF CONTACT
PHONE () EMAIL () MAIL () OTHER ()

CUSTOMER SIGNATURE