

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: NHTSA/OFFICE OF DEFECTS INVESTIGATION COMPLAINT
Date: Thursday, April 9, 2020 11:17:13 AM
Attachments: [REDACTED]

QUESTIONNAIRE

From: [REDACTED]
Sent: Thursday, April 09, 2020 8:43 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: NHTSA/OFFICE OF DEFECTS INVESTIGATION COMPLAINT

From: [REDACTED]
Sent: Thursday, April 9, 2020 7:40 AM
To: [REDACTED]
Subject: NHTSA/OFFICE OF DEFECTS INVESTIGATION COMPLAINT

The complaint is attached.



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
10-MAR-2020
Repository
Reference No.
11317291

OWNER INFORMATION (Type or Print)

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

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [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
2B3CJ4DV7AH [REDACTED] Make DODGE Model CHALLENGER Model Year 2010
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)
 Cruise Control 20-FEB-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 124000 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 Failure Location:
 Prior Repair
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 2010 DODGE CHALLENGER. THE CONTACT STATED THAT THE IGNITION KEY COULD NOT BE REMOVED FROM THE IGNITION WHICH CAUSED THE BATTERY TO DISCHARGE. A LOCKSMITH WAS CALLED TO THE SCENE AND THE KEY WAS REMOVED. THE CONTACT INDICATED THE VEHICLE EXPERIENCED SEVERAL ELECTRICAL FAILURES WHILE THE KEY WAS CEASED IN THE IGNITION. THE CONTACT STATED THAT DUE TO THE FAILURE THE VEHICLE STALLED WHILE BEING DRIVEN. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER TALLAHASSEE DODGE (3987 W. TENNESSEE ST. TALLAHASSEE FL) WHO REPLACED THE IGNITION MODULE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 124,000.

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.