

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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 30-MAR-2020 JUL 16 2020	Repository ☐ Reference No. 11319716
OWNER INFORMATION (Type or Print)		Daytime Telephone Number	
Name		Email Address	
Address		Evening Telephone Number	
City HAVELOCK	State NC	Zip Code	
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C3CDZBT8KH		Make DODGE	Model CHALLENGER
Date Purchased	Dealer's Name and Telephone Number		Model Year 2019
Original Owner ☐	Dealer's City	State	Fuel Type:
Transmission Type	Engine: No: Cylinders	Zip Code	
☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 24-FEB-2020
☐ Cruise Control			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)		Failure Mileage 45500	Failure Speed 15
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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
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 2019 DODGE CHALLENGER. THE CONTACT STATED WHILE DRIVING 15 MPH WHEN THE ACCELERATOR PEDAL WAS APPLIED THE CONTACT'S NEIGHBOR NOTICED THAT VEHICLE HAD AN ABNORMAL NOISE COMING FROM THE DRIVER'S SIDE REAR MUFFLER. THE VEHICLE WAS ABLE TO DRIVE TO THE DESTINATION. THE CONTACT STATED NO WARNING LIGHT WAS ILLUMINATED. THE CONTACT STATED RIVERSIDE CHRYSLER JEEP DODGE RAM LOCATED AT (1601 US-70, NEW BERN, NC 28560 252-633-4411) WAS CONTACTED AND AN APPOINTMENT WAS SCHEDULED TO HAVE THE VEHICLE DIAGNOSED WHICH WAS STILL PENDING. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS INFORMED OF FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 45,500.			
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)

The vehicle around 15 mph and accelerating has a very loud and audible sound coming from the rear muffler. The sound can be described as an "rattle" it is so loud that you can hear it within the cabin. The cars exhaust note is also temporarily affected by the rattle. The dealership underwent a full diagnostic test of the vehicle and reported that the butterfly actuator valve as the failed component or issue. The dealership diagnostic report is also include in this attachment. The rattle is only heard in regular driving modes and can't be heard in sport mode.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

CHARLOTTE

NC 282

22 APR '20

PM 5 L



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



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 Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Riverside
CHRYSLER - JEEP - DODGE
 1601 US Highway 70 East
 New Bern, NC 28563
 (252) 633-4411

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday

R/O Open Date	R/O Number
4/10/20	
R/O Close Date	Status
4/10/20	Final
Mileage In	Mileage Out
46525	46526
Service Advisor / Tag #	
LEA DRAKE/57*W*	

[REDACTED] [REDACTED] HAVELOCK, NC [REDACTED]			Work Phone	Vehicle Identification Number	
				2C3CDZBT8KH	
			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2019	DODGE	CHALLENGER	R/T RWD	BLACK	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	

#2 - 9023: MULTI POINT INSPECTION MULTI-POINT VEHICLE INSPECTION Tech: BOYD RANDOLPH(264) Sub Total: .00	0.00hrs @ .00

#3 - 008: ELECTRICAL customer states there is a hit in regular drive mode and when in sport mode the noise is not Caused by drove vehicle and verified rattle from rear of car when accelerating from slow speeds. lifted vehicle and found bumper loose and exhaust pipe on driver side is pushed against bumper. re-secured bumper and adjusted exhaust pipe on driver side. drove. rattle still present. lifted vehicle and tap tested exhaust pipe on driver side. can hear rattle inside pipe between muffler and resonator. removed butterfly valve motor and Tech: BOYD RANDOLPH(264) coming from valve. will need to replace exhaust muffler pipe to correct. Sub Total: 120.00	1.00hrs @ 120.00 120.00

Please Note: WAIT CREATED 2020-04-10 10:48:00AM TAKEN BY SHANTI	

TERMS STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHRYSLER - JEEP - DODGE
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Service Advisor / Tag #	
LEA DRAKE/57*W*	
Vehicle Identification Number	
2C3CDZBT8KH	
Delivery Date	In-Service Date
Color	License Number
BLACK	

HAVELOCK, NC

Work Phone

Home Phone

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

A MANN

 * WE APPRECIATE YOUR BUSINESS!! *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	120.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	6.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	8.51
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	134.51
DEBIT CARDS	134.51

Riverside

CHRYSLER



Jeep



Riverside CDJR Subaru

∞xtime

Automobile Status Report

Prepared For



2019 Dodge CHALLENGER

Date April 10, 2020

VIN 2C3CDZBT8KH

Mileage 46525

RO#

Service Advisor

Lea Drake

lealynnedrake@gmail.com

CHRYSLER

Jeep

RAM



Riverside CDJR Subaru

1601 US Hwy 70 E

New Bern, NC 28560

Riverside CDJR Subaru Service Commitment

Excellence at every turn... and every straightaway

Our dealership's primary goal is to satisfy every customer at every opportunity. You visit our service department regularly, and we have developed a number of ways to make your visit more comfortable and informative. We know that you want straight answers, and that's the only way we will deliver it to you.

We understand that your knowledge of your vehicle and its necessary repairs is probably not on par with the understanding that your technician has. In order to be sure that his findings and reporting is as clear and concise as possible, we use this Vehicle Information Booklet as a tool to help us communicate your vehicle's condition to you.

Our technicians are the most qualified to work on your vehicle. They have trained extensively, and partake in continuing education regularly to be sure that they are up to date on any changes and improvements handed down from the manufacturer. Our service advisors strive to make your experience with us a pleasant one. They are here to attend to your automotive needs as well as communicate effectively with your technician and you.

Please make yourself comfortable in our waiting area. Watch some TV, use your laptop with our free WI-FI access or just relax and enjoy the quiet. Our courtesy shuttle can take you shopping, to a movie or home if you prefer.

We appreciate your business and will continue to strive for excellence in everything we do for you.

Multi-Point Inspection Form

RO#

VIN 2C3CDZBT8KH

Advisor Lea Drake

Technician Boyd Randolph

Created On 4/10/2020 12:30 PM

☒ Checked and OK at this time

☐ May Require Future Attention

☐ Requires immediate attention

Interior / Exterior

- ☒ ☐ ☐ Bulbs and Lights
- ☒ ☐ ☐ Windshield Washer Spray / Wiper Operation / Wiper Blades / Including Rear (if applicable)
- ☒ ☐ ☐ Windshield / Window Condition
- ☒ ☐ ☐ Horn Operation
- ☐ ☐ ☐ Clutch Operation (if equipped)
- ☐ ☐ ☐ Cabin/HEPA Filter (if equipped)

Battery Performance

- ☒ ☐ ☐ Battery Terminals / Cables / Mountings
- ☒ ☐ ☐ Check Condition of Battery (Storage Capacity Test if Applicable)

Under Hood

- ☒ ☐ ☐ Fluids: Oil / Coolant / Power Steering / Brake Fluid / Washer
- ☒ ☐ ☐ Engine Air Filter
- ☒ ☐ ☐ Belts / Tensioners (condition and adjustment)
- ☒ ☐ ☐ Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections
- ☒ ☐ ☐ Radiator Core / Air Conditioning Condenser (if equipped)

Under Vehicle

- ☒ ☐ ☐ Shock Absorbers / Suspension
- ☒ ☐ ☐ Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
- ☐ ☐ ☒ Muffler / Exhaust Pipes / Mountings
- ☒ ☐ ☐ Engine Oil and/or Fluid Leaks
- ☒ ☐ ☐ Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)
- ☒ ☐ ☐ Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
- ☒ ☐ ☐ Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses
- ☐ ☐ ☐ Double Cardon Joint

Tread Depth (measured in 1/32")



- ☒ ☐ ☐ LF 2
- ☒ ☐ ☐ RF 2
- ☒ ☐ ☐ LR 2
- ☒ ☐ ☐ RR 2
- ☒ ☐ ☐ Spare Tire 8
- ☐ ☐ ☐ LF/RF Tire Pressure 34
- ☐ ☐ ☐ LR/RR Tire Pressure 34

Abnormal Wear Pattern of Tires

- ☐ ☐ ☐ LF
- ☐ ☐ ☐ RF
- ☐ ☐ ☐ LR
- ☐ ☐ ☐ RR

Check Brake Linings (measured in millimeters)

- ☒ ☐ ☐ LF 2
- ☒ ☐ ☐ RF 2
- ☒ ☐ ☐ LR 6
- ☒ ☐ ☐ RR 6

State Inspection

- ☐ ☐ ☐ State Inspection Sticker N/A

Additional Service Recommendations

In the process of inspecting your vehicle for safety and reliability, your technician **Boyd R** made the following observations and recommends that you do the necessary repairs to resolve these issues.

■ Red: requires immediate attention.

■ Yellow: in need of attention soon.

Exhaust Muffler Replacement

Item Description

Exhaust systems reduce the amount of noise produced by the engine and channel the high-temperature, poisonous exhaust gases from the engine by safely routing them under the vehicle. Then, through a system of manifolds, pipes, and sound-absorbing mufflers, the gases are released out of the back of the vehicle. The muffler is located on the vehicle's underside.

Reason

If not replaced, a failing muffler will be unable to reduce the noise created by exhaust gases emitted from the engine.



Muffler

Repair Estimate

Service Advisor
Lea Drake (340)
lealynnedrake@gmail.com

PREPARED FOR

Date 04/10/2020 02:44 PM
2019 DODGE CHALLENGER
VIN 2C3CDZBT8KH
Mileage 46,525
RO#

Service Name	Price
[Primary]: 9023 - MULTI POINT INSPECTION	\$0.00
[Primary]: 008 - ELECTRICAL	\$0.00
Exhaust Muffler Replacement	\$3453.50
Printed on April 10, 2020	
Quote expires on May 10, 2020	

Subtotal \$3453.50
Shop Charges \$28.80
Tax \$233.11
Total \$3715.41



Riverside CDJR Subaru
1601 US Hwy 70 E
New Bern, NC 28560

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