

## OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOO \(NHTSA\)](#)  
**Subject:** FW: More Dodge Dart clutch docs.  
**Date:** Monday, June 8, 2020 3:14:17 PM  
**Attachments:** [REDACTED]

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Questionnaire

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**From:** [REDACTED]  
**Sent:** Monday, June 08, 2020 2:33 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** More Dodge Dart clutch docs.

Hello and sorry for the two emails. I forgot to add this bit of information to is.

Thank you

[REDACTED]

P.S: When you see "customer declined it" why is it saying this is because they wanted me to pay over \$2,000 for a new transmission when the problem that I am having should be covered by the warranty.

[REDACTED]

Sent from [Mail](#) for Windows 10

# LAFONTAINE MOTIVE GROUP



## SERVICE INVOICE

Lafontaine Chrysler Dodge Jeep  
900 West Michigan Ave.  
P.O. Box 340  
Saline, MI 48176  
(734) 429-9431 Fax (734) 429-5030  
www.thefamilydeal.com  
State Registration # F160221



|                 |                                                     |                                         |                                  |
|-----------------|-----------------------------------------------------|-----------------------------------------|----------------------------------|
| CUSTOMER NO.    | ADVISOR<br><b>ROB WALL</b>                          | TAG NO.                                 | INVOICE DATE<br><b>05/01/20</b>  |
|                 | LABOR RATE<br><b>125.00</b>                         | LICENSE NO.                             | COLOR<br><b>BILLET SILV</b>      |
|                 | YEAR / MAKE / MODEL<br><b>15/DODGE/DART/DART GT</b> | MILEAGE<br><b>59,044</b>                | DELIVERY DATE<br><b>04/28/20</b> |
| ANN ARBOR, MI   | VEHICLE I.D. NO.<br><b>1 C 3 C D F E B O F D</b>    | DELIVERY MILES<br><b>367</b>            | SELLING DEALER NO.               |
|                 | F.T.E. NO.                                          | P.O. NO.                                | R.O. DATE                        |
| RESIDENCE PHONE | BUSINESS PHONE                                      | REPAIRS PROPERLY COMPLETED & CHECKED BY |                                  |

**JOB# 1 CHARGES**

LABOR-----

**J# 1 40CHZ01** GENERAL CONCERN HOURS: 1.00 TECH(S):318 **125.00**

CUST STATES THERE IS A GRINDING NOISE WHEN LETTING OFF THE C  
LUTCH SCOTTY TALKED TO CUSTOMER (General Concern 1)  
springs in clutch disc rattling  
customer declined

**JOB# 1 TOTALS**

LABOR 125.00

**JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 125.00**

**JOB# 2 CHARGES**

LABOR-----

**J# 2 20CHZ01** MANUAL TRANS CONCERN HOURS: TECH(S):318 **0.00**

CLUTCH PEDAL DOESNT ALWAYS RETURN (Manual Transmission Conce  
rn)  
throwout bearing/slave failed  
customer declined repair

**JOB# 2 TOTALS**

**JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00**

**JOB# 3 CHARGES**

LABOR-----

**J# 3 00CH27POINT** 27 POINT INSPECTION HOURS: 0.00 TECH(S):318 **0.00**

(Multi-point inspection according to maintenance interval)  
COMPLETED

**JOB# 3 TOTALS**

**JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00**

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

**JOB # A** SS SHOP SUPPLIES **12.50**

TOTAL - MISC **12.50**

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
APPROVED ADDITIONAL COST OF \$140.00 FOR TOTAL ESTIMATE OF \$140.00 (+TAX) ON 05/01/20 AT 01:38pm  
BY [REDACTED] COMMENTS  
TECHNICIAN CERTIFICATION  
318 EVAN M264652

SHOP SUPPLIES ARE \$4.95 MINIMUM AND 10% OF TOTAL COST OF LABOR. MAXIMUM AMOUNT OF \$39.95 FOR SHOP SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE DISPOSAL, ETC.

**DISCLAIMER OF WARRANTIES**  
Any warranty on the products sold hereby are those made by the manufacturer. The seller, \_\_\_\_\_, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and \_\_\_\_\_ neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.

REPAIRS PROPERLY COMPLETED & CHECKED

BY: \_\_\_\_\_

**DISCLOSURE OF NON-GM PRODUCTS CUSTOMER ACKNOWLEDGEMENT FORM**  
(New/Used GM Vehicle Sale & Service/Body Shop Repairs)  
Vehicle VIN (17 Digits)

\_\_\_\_\_  
☐ Non-GM Parts/Accessories installed by the Dealer.

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

Customer Signature

Customer Printed Name



# LaFontaine

## AUTOMOTIVE GROUP



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|                            |                                                     |                                                  |                                 |
|----------------------------|-----------------------------------------------------|--------------------------------------------------|---------------------------------|
| CUSTOMER NO. [REDACTED]    | ADVISOR<br><b>ROB WALL</b>                          | TAG NO. [REDACTED]                               | INVOICE DATE<br><b>05/01/20</b> |
| [REDACTED]                 | LABOR RATE<br><b>125.00</b>                         | LICENSE NO. [REDACTED]                           | COLOR<br><b>BILLET SILV</b>     |
| [REDACTED]                 | YEAR / MAKE / MODEL<br><b>15/DODGE/DART/DART GT</b> | MILEAGE<br><b>59,044</b>                         | STOCK NO. [REDACTED]            |
| ANN ARBOR, MI [REDACTED]   | VEHICLE I.D. NO.<br><b>1 C 3 C D F E B 0 F D</b>    | DELIVERY DATE [REDACTED]                         | DELIVERY MILES<br><b>367</b>    |
| [REDACTED]                 | F.T.E. NO. [REDACTED]                               | SELLING DEALER NO. [REDACTED]                    | PRODUCTION DATE [REDACTED]      |
| [REDACTED]                 | P.O. NO. [REDACTED]                                 | R.O. DATE<br><b>04/28/20</b>                     | [REDACTED]                      |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED]                           | REPAIRS PROPERLY COMPLETED & CHECKED BY <b>X</b> |                                 |
| [REDACTED]                 |                                                     | MO: [REDACTED]                                   |                                 |

#### TOTALS-----

\*\*\*\*\*  
 \*  
 [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \*  
 [ ] VISA [ ] MASTERCARD [ ] AMEX \*  
 \*  
 [ ] CHARGE \*  
 \*  
 \*\*\*\*\*

TOTAL LABOR.... 125.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 12.50  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.75

**TOTAL INVOICE \$ 138.25**

OUR MISSION  
 TO BUILD LIFE LONG RELATIONSHIPS THAT CONNECT FAMILIES,  
 STRENGTHEN COMMUNITIES AND PERSONALIZE  
 THE AUTOMOTIVE EXPERIENCE  
 FACILITY LICENSE #F160221  
 MOPAR PARTS COME WITH A 24 MONTH UNLIMITED MILES WARRANTY.

CUSTOMER SIGNATURE \_\_\_\_\_

SHOP SUPPLIES ARE \$4.95 MINIMUM AND 10% OF TOTAL COST OF LABOR. MAXIMUM AMOUNT OF \$39.95 FOR SHOP SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE DISPOSAL, ETC.

#### DISCLAIMER OF WARRANTIES

Any warranty on the products sold hereby are those made by the manufacturer. The seller, \_\_\_\_\_, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and \_\_\_\_\_ neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.

REPAIRS PROPERLY  
 COMPLETED & CHECKED

BY: \_\_\_\_\_

#### DISCLOSURE OF NON-GM PRODUCTS CUSTOMER ACKNOWLEDGEMENT FORM

(New/Used GM Vehicle Sale & Service/Body Shop Repairs)

Vehicle VIN (17 Digits)

\_\_\_\_\_  
 \_\_\_\_\_

☐ Non-GM Parts/Accessories installed by the Dealer.

Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request.

Customer Signature \_\_\_\_\_

Customer Printed Name \_\_\_\_\_

Date \_\_\_\_\_



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-MAY-2020

Repository ☐

Reference No.  
11324285

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City YPSILANTI

State MI

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

1C3CDFE0FD [REDACTED]

Make

DODGE

Model

DART

Model Year

2015

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

☐ Cruise Control

Multiple Failure:

Incident Date(s)

12-MAY-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 101100 POWER TRAIN: CLUTCH ASSEMBLY: PEDAL/LINKAGE

Failure Mileage

59000

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: DOTM9ABC036)

☐ 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. THE CONTACT STATED THAT AFTER RELEASE THE CLUTCH PEDAL FAILED TO RETURN TO THE NORMAL POSITION. THE CLUTCH PEDAL CEASED IN THE DEPRESSED POSITION. THE CONTACT PLACED HIS FOOT UNDERNEATH THE PEDAL AND RAISED THE CLUTCH BACK TO ITS NORMAL POSITION. THE VEHICLE WAS TAKEN TO LAFONTAINE CHRYSLER DODGE JEEP RAM OF SALINE PARTS STORE (900 W MICHIGAN AVE, SALINE, MI 48176, 734-460-8348) TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE CLUTCH BEARING PLANT AND SLAY CYLINDER WERE DEFECTIVE. THE CONTACT WAS INFORMED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE VEHICLE WAS INCLUDED IN THE MANUFACTURER X62 EXTENDED WARRANTY CAMPAIGN. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE MANUFACTURER INFORMED THE CONTACT THE CLUTCH BEARING WAS NOT INCLUDED IN THE X62 WARRANTY EXTENSION. ADDITIONALLY, SINCE THE SLAY CYLINDER WAS NOT FRACTURED, THE REPAIR WAS NOT COVERED UNDER WARRANTY. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 59,000.

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 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.

January 15, 2016



ANN ARBOR, MI



1C3CDFEB0FD

Dear

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your vehicle's hydraulic clutch master cylinder / reservoir hose has been extended to 5 years/60,000 miles. This extended hydraulic clutch master cylinder / reservoir hose warranty coverage applies to certain 2013-2015 model year Dodge Dart vehicles and 2014-2015 model year Jeep Cherokee vehicles. Our records show that you either own or lease one of the vehicles affected by this extended warranty.

We are extending the hydraulic clutch master cylinder / reservoir hose warranty period because some of the affected vehicle population may experience a loss of clutch pedal operation including limited pedal travel and limited clutch disengagement. If you are experiencing this condition now or in the future, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience this condition, then your hydraulic clutch master cylinder / reservoir hose is operating correctly and no repair is necessary.**

If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

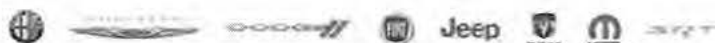
FCA US LLC Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-800-423-6343 (800-4ADodge) or 1-877-426-5337 (877-IAMJEEP).

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the hydraulic clutch master cylinder / reservoir hose condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.

FCA US LLC



**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Ddodge Dart clutch  
**Date:** Monday, June 8, 2020 3:14:28 PM  
**Attachments:** [REDACTED]

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Questionnaire

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**From:** [REDACTED]  
**Sent:** Monday, June 08, 2020 2:19 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Ddodge Dart clutch

Hello and good afternoon

Below is the file you asked for me to review as well as the letter that I got from Chrysler explain what I should do if my clutch starts having these symptoms. I already tried talking to them and was quoted over \$2,000.00 for basically a new transmission.

Also I have video proof of this on my iPhone but the files are too large to send, do you know of another way of sending these files?

Thank you

[REDACTED]