

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11353157 -----
Date: Wednesday, September 23, 2020 2:22:02 PM
Attachments: [REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, September 23, 2020 12:09 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: Follow up to ODI Complaint -----11353157 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I hope you are doing well. After our conversation, I was contacted by a representative directly from the factory in Michigan. They let me know that they were aware of an ongoing problem with the headrest and were in the process of adding the repair to the approved warranty items to be repaired at no cost. I picked my vehicle up from the dealership today where they did the repairs at no cost. While I was there, I asked them if they had replaced the headrest with the same part or if there was a new part to address the issue. They told me it was the same part. I am very grateful that they made the repair at no cost, but I am still concerned that this part could malfunction again in the future. I would really appreciate you looking into the part to insure safety. Thank you again for all your help and I look forward to hearing from you soon.

[REDACTED]

-----Original Message-----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Wednesday, September 23, 2020 11:05 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11353157 -----

Please see the attached copy of your recent complaint and instructions.

Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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

04-SEP-2020

Repository ☐

Reference No.
11353157

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City CHESTERFIELD

State VA

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
1C3CDZAG3CN [REDACTED]

Make
DODGE

Model
AVENGER

Model Year
2012

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)

21-AUG-2020

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 221300 SEATS: FRONT ASSEMBLY: HEAD RESTRAINT

Failure Mileage
52000

Failure Speed
0

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 2012 DODGE AVENGER. THE CONTACT STATED WHILE THE VEHICLE WAS PARKED, THE PASSENGER'S SIDE HEADREST DEPLOYED WITHOUT WARNING OR IMPACT. THE VEHICLE WAS TAKEN TO WHITTEN BROTHERS CHRYSLER JEEP DODGE RAM OF MIDLOTHIAN (10701 MIDLOTHIAN TURNPIKE, RICHMOND, VA 23235, (804) 352-2615) WHERE THE CONTACT WAS INFORMED THAT THE VEHICLE WAS PREVIOUSLY REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 17V640000 (SEATS, AIR BAGS) HOWEVER, THE FAILURE RECURRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED BUT, NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 52,000.

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.