

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint -----11355163 -----
Date: Monday, October 19, 2020 9:55:19 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Saturday, October 17, 2020 4:03 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint -----11355163 -----

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----- Forwarded message -----

From: [REDACTED]
Date: Thu, Oct 15, 2020, 10:15 AM
Subject: Fwd: FW: Follow up to ODI Complaint -----11355163 -----
To: [REDACTED]

----- Forwarded message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Wed, Oct 14, 2020, 3:10 PM
Subject: FW: Follow up to ODI Complaint -----11355163 -----
To: [REDACTED]

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 TransportationNational 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

15-SEP-2020

Repository ☐Reference No.
11355163**OWNER INFORMATION (Type or Print)**

Name XXXXXXXXXX		
Address XXXXXXXXXX		
City WILKES-BARRE	State PA	ZIP Code XXXXXX

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 1C3CDFBB2FD XXXXXX		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 ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 28-JUN-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN	Failure Mileage 62000.0	Failure Speed
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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 Requirement ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: OTHER	Date Manufactured: 05-MAY-2019	Model No./Name: OTHER
Seat Type:	Installation System: VEHICLE SAFETY BELT	
Child Seat Component Code: 500100 Failed Part: CHILD SEAT:CRITICAL FASTENERS		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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 VEHICLE WAS TAKEN TO MOTORWORLD - MILEONE AUTOGROUP (150 MOTORWORLD DR, WILKES-BARRE, PA 18702) TO HAVE THE HER VEHICLE REPAIRED FOR HER REVERSE LIGHT. WHILE BEING SERVICED FOR THE REVERSE LIGHT, THE DEALER ALSO SERVICED THE VEHICLE FOR NHTSA CAMPAIGN NUMBER: 19V293000 (POWER TRAIN). A WEEK AFTER THE REPAIR, THE CONTACT STATED THAT SHE WAS UNABLE TO REMOVE THE KEY FROM THE IGNITION AFTER TURNING OFF THE VEHICLE. THE CONTACT CALLED THE SAME DEALER AND WAS INFORMED THAT THE VEHICLE NEEDED TO BE DIAGNOSED TO DETERMINE THE CAUSE FOR THE FAILURE. THE CONTACT ALSO STATED THAT WHILE AT A COMPLETE STOP AT A TRAFFIC LIGHT, THE VEHICLE INDEPENDENTLY SHUTOFF WITHOUT WARNING. THE CONTACT STATED APPROXIMATELY 5 MINUTES LATER THE VEHICLE RESTARTED AND RESUME NORMAL OPERATION. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 62,000.

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.