

INFORMATION REDACTED PURSUANT TO THE FREEDOM

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 -----11440022 -----
Date: Friday, January 21, 2022 8:20:57 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, January 20, 2022 5:39 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: Follow up to ODI Complaint -----11440022 -----

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.

Please see attached.



Please consider the environment before printing this e-mail.

On Jan 20, 2022, at 8:58 AM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to toataquality@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

[REDACTED]

 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-NOV-2021		Repository ☐ Reference No. 11440022	
		OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City League City State TX ZIP Code [REDACTED]		Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED] E-mail Address [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 1c4sdhct9dc [REDACTED]				MAKE DODGE		Model DURANGO	
Date Purchased 01/28/2017		Dealer's Name and Telephone Number RON CARTER JEEP/CHR/DGE (409)948-3131				Engine: 5.7 No: Cylinders 8	
Original Owner ☐		Dealer's City League City		STATE TX		ZIP Code 77573	
Transmission Type 6 SP. AUTO		☒ Antilock Brakes ☒ Cruise Control		Powertrain REAR WHEEL DRIVE		Multiple Failure: Incident Date(s) 01-NOV-2021	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Components Codes: 110000 ELECTRICAL SYSTEM				Failure Mileage 148000.0		Failure Speed 45	
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: DOTM1 9ABC035)		☐ Original Requirement ☐ 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), Injury(ies).)							
Crash ☐ Yes ☒ No		Fire ☒ Yes ☐ No		Number of Persons Injured NONE		Number of Deaths NONE	
				Reported to Police N			
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).							
The contact owns a 2013 Dodge Durango. The contact stated that while driving at 40 - 45 mph, the battery warning light was illuminated and other unknown warning lights would illuminate on and off. Additionally, the windshield wiper was inadvertently activated, the doors would not lock, and a burning odor was detected coming from under the hood of the vehicle. The vehicle then lost motive power. The vehicle was towed to an independent mechanic and diagnosed with alternator failure and the computer system's wires were burned out. The alternator needed to be replaced. The vehicle was not repaired and remained with the mechanic. The dealer was made aware of the failure but informed the contact that the VIN was not included in a recall and referred the contact to NHTSA. The manufacturer was made aware of the failure and informed the contact that there was no recall associated with the VIN. The contact related the failure to NHTSA Campaign Number: 14V634000 (Electrical System) however, the VIN was not included in the recall. The failure mileage was approximately 148,000.							
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.							