

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: # 11501267 - Additional information request
Date: Tuesday, February 21, 2023 8:12:02 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, February 20, 2023 3:56 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: # 11501267 - Additional information request

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.

Hello,
Requested information attached.
Thank you,

[REDACTED]
[REDACTED]
[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

11-JAN-2023

Repository ☐

Reference No.
11501267

OWNER INFORMATION (Type or Print)

Name

Address

City

Peru

State

NY

ZIP Code

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
1C3CCCEG4FN

MAKE
CHRYSLER

Model
200

Model Year
2015

Date Purchased
9/26/2017

Dealer's Name and Telephone Number
Huttig Chrysler Dodge Jeep Ram 5185633587

Engine:
No: Cylinders

6

Fuel Type:

GAS

Original Owner
☐

Dealer's City Plattsburgh

STATE
NY

ZIP Code
12901

Transmission Type

Auto 9 SPD

☒ Antilock Brakes

☒ Cruise Control

Powertrain

AWD

Multiple Failure:

Incident Date(s)

07-DEC-2022

10 DEC 2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 100000 POWER TRAIN

Failure Mileage
102098.0

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: DOTM1AL 9ABC036)

☐ 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

Number of Deaths

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 2015 Chrysler 200. The contact stated while parking the vehicle in his garage, he had not engaged the parking brake, but the vehicle was shifted into park(P) when the vehicle rolled forward. The contact stated that the garage had a slight downward slope. The contact stated that the vehicle was still in park(P), but he could physically push the vehicle forward. The contact stated no warning light was illuminated. The contact drove the vehicle to a local dealer, where it was diagnosed and determined that the park rod needed to be replaced. The vehicle had not been repaired. The contact was advised by the dealer that the park rod had been inspected under NHTSA Campaign Number: 15V090000 (Power Train) and had been inspected and serviced, but not replaced in 2015. The manufacturer had been informed of the failure. The failure mileage was 102,098.

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.

NHTSA Complaint # 11501267

Chrysler 200C Recall Timeline

12/10/22 - Washed car and parked garage. Release parking brake so it would not freeze and the car rolled forward a foot. Pushed car and it continued to move. Realized the car needed to be looked at, went online and found out car was recalled before we ever owned the vehicle.

12/13/22 - Spoke with Jaime (Service advisor at Huttig CDJR / Plattsburgh, NY 12901 518-563-3587) regarding our 2015 Chrysler 200C transmission failing to engage in Park. He printed recall from 2015, we discussed it and it stated that it would take 1.3 hours to diagnose any issues and if either problem was present it would require a transmission replacement. I asked if Chrysler would cover it and he stated there was a 50/50 chance. Appointment was set for 12/21/22.

12/21/22 - Appt for diagnostics on 2015 Chrysler 200C for failure of transmission to engage Park.

> Dropped off vehicle night before and spoke with service advisor Jaime, he stated he would call me when work was complete.

> When I called Jaime he stated that the test was performed and that the park rod was broken. He asked me to delay picking up vehicle because the technician had failed to get pictures off the transmission that were needed. When I picked up our vehicle he stated that he had emailed the regional representative regarding Chrysler covering the repair.

> Was given a bill for \$388 which left me shocked, I asked how a 1.3 hour procedure costs so much he smirked and said that is all Chrysler pays them for and they lose money on warranty work. I was given an estimate for \$9521 to replace the transmission and extra work they thought I needed that was not related.

12/22/22 - Received a call from Jaime, I was told that their regional manager said they had performed the required recall at around 9000 miles in 2015 and found no issue requiring a repair or replacement, as far as they were concerned the recall had been completed. I stated that they may have checked for a broken transmission park rod that was not broken at that time but it obviously failed after they looked at it and we can't really know when it broke because when placing the vehicle in park the parking brake automatically engages.

12/23/22 – Called Chrysler customer care at (800)-853-1403 and spoke to Habeeb regarding the issue. Unfortunately it was a waste of time. Habeeb while I was on hold spoke with the dealership and then reiterated exactly what I had been told with no form of assistance offered.

NHTSA Complaint # 11501267

January 3, 2023

To Whom It May Concern,

I require your assistance with a recall #R08 on our 2015 Chrysler 200C (VIN: 1C3CCCEG4FN [REDACTED]). On the recall website it states there are no open recalls for our vehicle.

We purchased this vehicle used in 2017 with 41k miles. We brought the vehicle to our local dealer (Previously Durocher Auto Sales now Huttig CDJR) after learning that park would not engage, the vehicle could roll. Perhaps fortunately or unfortunately the parking brake automatically engages when placed in park. Because of this we just learned that the park rod had failed and with no way to know how long this has been going on.

Jaime at the dealership after having a technician check out the car confirmed the failure of the park rod. Their regional manager said because the vehicle was in around 9k miles to be checked that they had fulfilled the recall at that time by confirming it was not broken. Could have broken a week later but they have no concern for taking responsibility of a known problem.

I will attach a copy of the timeline of events, anything you can do to help would be appreciated.

Thank you,

[REDACTED]

[REDACTED]

Peru, NY [REDACTED]

[REDACTED]

[REDACTED]