

FCA US LLC Continuous Quality Insight ("CQI") Survey



Welcome

Thank you for taking the time to take this survey. Dodge is committed to providing you with a high quality vehicle that exceeds your expectations now, and in the future. Your ideas are critical to our continued commitment to excellence and to assist in further development of great cars and trucks. By completing this survey, we can collect ideas for improvement of your next car.

***Please tell us how many miles are currently on your vehicle:**

Are you the primary driver of this vehicle?

- Yes
 No

***Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?**

- Yes
 No

Required questions are indicated in red, all other questions and sub-questions do not require answers.

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Continuous Quality Insight

*Please review the vehicle categories below. If you see your concern, click on the Category Box that applies. If you do not see your concern, select 'Other'.

Text boxes will appear occasionally throughout the survey, these are for any additional comments you may have. Your specific likes and dislikes assist us in designing your next vehicle and all your feedback is appreciated. If you have no additional comments these boxes may be left blank.

- Transmission and Drivetrain
Automatic Transmission - Shift Operation, Automatic Transmission - Shift Quality (hesitation/delay/rough/harsh shifting), Transmission Fluid Leaks, Transmission Noises, Axle(s), Transmission Odors
- Seats
Adjustments and Controls, Seat Belts, Seat Material, Seat Squeak/Rattle/Loose, Seat/Headrest Comfort
- Vehicle Exterior
Front Doors, Wind Noise, Water leaks into vehicle, Exterior Appearance/Paint, Lights, Fuel filler door/cap, Rear Sliding Doors, Liftgate, Hood, Roof Rails, Side Steps / Running Boards, Fuel Fill
- Engine
Engine/Motor Starting (hard to start/will not start), Engine Idling (rough, too low/high), Engine/Motor Driveability, Engine/Motor Stalling, Engine/Motor Noise (abnormal), Engine/Motor Power, Engine Fluids (leaks, excessive oil consumption), Electronic Engine/Motor Controls ("Check Engine"), Engine Fuel Consumption, Engine Exhaust System, Battery, Engine Overheats, Engine Odors
- Steering, Handling, and Ride
Steering and Handling, Noise, Tires, Ride Quality, Emergency Tire Kit, Pedals
- Brake System
Brake Operation, Brake Noise, Parking Brake
- Entertainment/Navigation System/Connectivity
Media, Speakers, Navigation System, Built-in Bluetooth System, Built-in Voice Recognition System, Antennas, Hard Controls/Menu, Touchscreen Controls, Rear Seat Entertainment
- Interior Trim/Storage/Windows
Appearance, Broken/Damaged, Abnormal Noises, Operation and Functionality
- Interior Climate Control
Controls and Switches, Operation and Performance, Odor/smell
- Features/Controls/Displays
Features and Controls, Displays and Instruments
- No Concerns
- Other

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Please look over the vehicle areas and issues listed below and check the box(es) that apply to the problem(s) you experienced.

Vehicle Exterior

Exterior Appearance/Paint:

- Wheels were chipped/scratched/damaged at delivery
- Dents/dings were present on exterior body panels at delivery
- Front/rear bumpers were cracked/ripped/damaged
- Body panels/doors misaligned/excessive gaps/poor fit
- Visible rust/corrosion
- Paint blemish/dirt in paint/foreign material under surface
- Paint is uneven: has sags, runs, overspray, thin spots, etc.
- Paint is peeling/flaking/cracking/blistering
- Paint chip/scratch/other surface damage from outside influence present at delivery
- Exterior molding/exterior trim damaged/scratched at delivery
- Exterior molding/exterior trim loose/misaligned/falling off

Front Doors

- Front doors are difficult to open/close
- Abnormal squeaks/rattles/noises coming from front doors
- Front Door handle/latch is broken/not working properly
- Front Door handle/latch is difficult to operate

Lights

- Headlights not bright enough
- Headlights aimed incorrectly
- Fog/water/condensation in exterior light lenses
- Exterior light lenses cracked/scratched
- Front headlights/parking lights/fog lights/turn signal lights inoperative
- Rear tail lights/brake lights/reverse lights/turn signal lights inoperative
- Exterior Light Failure
- Automatic headlights broken/not working

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Rear Sliding Doors

- Rear sliding doors are difficult to open/close
- Abnormal squeaks/rattles/noises coming from rear sliding doors
- Rear Sliding door handle/latch is broken/not working properly
- Rear sliding door handle/latch is difficult to operate
- Rear sliding doors are broken/not working

Liftgate

- Liftgate is difficult to open/close
- Abnormal squeaks/rattles/noises coming from liftgate
- Liftgate latch is broken/not working properly
- Liftgate latch is difficult to operate
- Liftgate is broken/not working
- Liftgate opens unexpectedly
- Liftgate hands-free sensor is difficult to understand/use; works inconsistently

Hood

- Hood is difficult to open/close
- Abnormal squeaks/rattles/noises coming from hood
- Hood latch is broken/not working properly
- Hood latch is difficult to operate

Roof Rails

- Abnormal squeaks/rattles/noises coming from roof rails
- Roof rails are broken/not working properly
- Roof rails are difficult to understand/use

Side Steps / Running Boards

- Side Steps / Running boards are broken/not working
- Side Steps / Running Boards are difficult to understand/use

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Hood

- Hood is difficult to open/close
- Abnormal squeaks/rattles/noises coming from hood
- Hood latch is broken/not working properly
- Hood latch is difficult to operate

Roof Rails

- Abnormal squeaks/rattles/noises coming from roof rails
- Roof rails are broken/not working properly
- Roof rails are difficult to understand/use

Side Steps / Running Boards

- Side Steps / Running boards are broken/not working
- Side Steps / Running Boards are difficult to understand/use

Wind Noise

- Excessive wind noise

Water leaks into vehicle

- Water leaks into vehicle

Fuel filler door/cap

- Fuel door difficult to open/close
- Fuel cap difficult to open/close

Fuel Fill

- Unable to add fuel to vehicle
- Fuel spills out while refueling

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Hood

- Hood is difficult to open/close
- Abnormal squeaks/rattles/noises coming from hood
- Hood latch is broken/not working properly
- Hood latch is difficult to operate

Roof Rails

- Abnormal squeaks/rattles/noises coming from roof rails
- Roof rails are broken/not working properly
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Side Steps / Running Boards

- Side Steps / Running boards are broken/not working
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Wind Noise

- Excessive wind noise

Water leaks into vehicle

- Water leaks into vehicle

Fuel filler door/cap

- Fuel door difficult to open/close
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Fuel Fill

- Unable to add fuel to vehicle
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Approximate mileage when trouble was first noticed was:

- 0-999
- 1,000-1,999
- 2,000-2,999
- 3,000-3,999
- 4,000-4,999
- 5,000-5,999
- 6,000-6,999
- 7,000-7,999
- 8,000-8,999
- 9,000-9,999
- 10,000 or above

Additional Comments:

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Abnormal squeaks/rattles/noises coming from rear sliding doors

Please indicate which rear sliding door has abnormal noises (check all that apply):

- Driver's side rear sliding door
- Passenger's side rear sliding door

By clicking on the 'Choose Files' link below, you can upload any pictures/images of the location(s) on your vehicle where you are experiencing this issue (JPEG & PNG format only)

[Choose Files](#)

How often does this trouble occur?

- Trouble occurs regularly
- Trouble occurs intermittently

Please describe conditions when this trouble occurs:

Trouble occurs at these speeds:

- All speeds
- High speeds
- Low Speeds
- Medium speeds
- Other speed (please describe)

Trouble occurs when:

- Accelerating
- Decelerating
- Accelerating and Decelerating

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- 8,000-8,999
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Additional Comments:

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Rear Sliding door handle/latch is broken/not working properly

Please indicate which rear sliding door has trouble with the door handle/latch (check all that apply):

- Driver's side rear sliding door
- Passenger's side rear sliding door

How often does this trouble occur?

- Trouble occurs regularly
- Trouble occurs intermittently

Please indicate what type of trouble was experienced with the sliding door handle/latch (check all that apply):

- Cannot close the door from inside the car
- Cannot close the door from outside the car
- Cannot lock the door
- Cannot open the door from inside the car
- Cannot open the door from outside the car
- Cannot unlock the door
- Other (please describe)

Please describe conditions when this trouble occurs:

To the best of your recollection, the trouble was first noticed:

- At delivery
- Within the 1st month after delivery
- 1 to 3 months after delivery
- More than 3 months after delivery

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Rear sliding door handle/latch is difficult to operate

Please indicate which rear sliding door has a handle/latch that is difficult to operate (check all that apply):

- Driver's side rear sliding door
- Passenger's side rear sliding door

Why is the door handle/latch difficult to operate? (check all that apply):

- Location
- Design
- Requires too much effort/force to operate
- Other (please describe)

Please indicate the location of the trouble (check all that apply):

- Inside door handle design
- Inside door handle location
- Outside door handle design
- Outside door handle location
- Poor design of door handle in the inside of the vehicle
- Poor location of door handle on the inside of the door

How often does this trouble occur?

- Trouble occurs regularly
- Trouble occurs intermittently

Please describe conditions when this trouble occurs:

To the best of your recollection, the trouble was first noticed:

- At delivery
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Rear sliding doors are broken/not working

Please indicate which rear sliding door is broken/not working (check all that apply):

- Driver's side rear sliding door
- Passenger's side rear sliding door

How often does this trouble occur?

- Trouble occurs regularly
- Trouble occurs intermittently

Please describe conditions when this trouble occurs:

To the best of your recollection, the trouble was first noticed:

- At delivery
- Within the 1st month after delivery
- 1 to 3 months after delivery
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Approximate mileage when trouble was first noticed was:

- 0-999
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Overview

***Have you referred to the owner's manual that came with your vehicle to answer questions about your vehicle?**

Yes

No

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Overview

***Have you taken your vehicle to a dealer to have your trouble(s) corrected or explained?**

Yes

No, coordinating with next maintenance visit (such as oil change)

No, appointment currently scheduled

No, have not had a chance/inconvenient location

No, the issue is related to the design of the vehicle

No, the issue is related to a desired feature which is not available

No, issue is minor/no further explanation or fix is needed

No, I have or I am planning on fixing the issue myself

No, the issue is not covered by warranty

No, the issue is/was recall related

Other (please explain further, if applicable)

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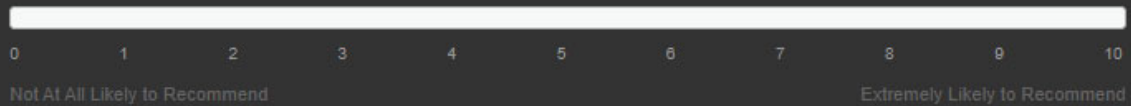


Overview

***Overall, how satisfied are you with the quality of your new vehicle?**

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

***How likely are you to recommend this vehicle to family, friends or colleagues?**



Please explain further about your choice to recommend your vehicle:

What can we do to improve your likelihood to recommend your vehicle?

If our team has any additional questions about your responses, would you accept further contact?

- Yes, by phone or e-mail
- Yes, by phone only
- Yes, by e-mail only
- No

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