

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 MAR 2 2011 14-FEB-2011	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
EASTMAN		GA			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3D4PG5FVXAT			Make DODGE	Model JOURNEY	Model Year 2010
Date Purchased 17-NOV-2010	Dealer's Name and Telephone Number Dublin Chrysler Dodge Jeep			Engine: 3.5L No: Cylinders V-6 24V	Fuel Type: Unleaded Regular
Original Owner ☒	Dealer's City Dublin	State GA	Zip Code		
Transmission Type 6 Speed Automatic 2.7E	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 22-JAN-2011 7.11.11 30-JAN-2011	
☒ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING				Failure Mileage 8500	Failure Speed 55
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 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 2010 DODGE JOURNEY. WHILE DRIVING APPROXIMATELY BETWEEN 55-60 MPH, THE ENGINE COMPLETELY STALLED WITHOUT PRIOR WARNING. THE CONTACT WAS ABLE TO RESTART THE ENGINE AND RESUME NORMALLY. THE SAME FAILURE OCCURRED AT A DIFFERENT TIME. THE CONTACT PLANNED TO TAKE THE VEHICLE TO AN AUTHORIZED DEALER FOR DIAGNOSIS. THE FAILURE MILEAGE WAS APPROXIMATELY 8,500.					
*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.					

[REDACTED]
Eastman, GA [REDACTED]

March 7, 2011

Statement Regarding ENGINE FAILURES of 2010 Dodge Journey

On November 17, 2010 I traded in my 2006 Dodge Durango for a 2010 **Dodge Journey SXT** in Dublin, Georgia at the **Dublin Chrysler Dodge Jeep Dealership**. The dealership is located at 2054 Highway 441 Dublin, GA 31021. The dealership telephone number is (478) 272 – 3500 and the **FAX** number is (478) 272 – 7560 . The Salesperson was Mrs. Christine Whitaker.

The very **first incident of Total ENGINE FAILURE** occurred at about 1:00 AM on **January 30, 2011** as me and my wife were returning from a trip to Florida. We were on a winding, desolate highway(GA Hwy 159) and it was **raining lightly** and I had the windshield wipers on and all of a sudden the **instrument panel** went dark as **the first engine failure took place**; the power steering function was lost and I let the car coast to a stop partially in the roadway and in the grassy shoulder. Once the car came to a complete stop, I was able to restart the car right away and we continued our journey home to Eastman, GA. I thought that this would be a one-time occurrence so I did not notify the Dodge Dealership about it.

The **second ENGINE FAILURE incident** took place on Thursday, **February 10, 2011** as my wife and a brother-in-law and a sister-in-law were traveling with us from Eastman, Georgia to Miami, Florida to attend the funeral service of one of my wife's older sisters. At about **8:30 AM** as we were traveling at about **70 MPH** on **Interstate 95** just south of Jacksonville, Florida in morning rush hour traffic, the **Engine Failed**, the **dashboard lights** in my Dodge Journey **went dark**, the **windshield wipers** stopped and **power steering was lost** as I was driving along in the southbound inside lane in a **light rain**. I informed my wife and the other passengers what was happening and they got panicky as I carefully maneuvered my car across about 4 or 5 lanes of traffic as the cars zoomed by us. The car coasted to a stop on the right side of the Interstate 95 underneath an overpass. Once again, the **engine restarted right away**. As I pulled back onto I-95 I had my wife to take the Owner's Manual out of the glovebox to read through it to see if it contained any information about what to do in the event of **engine failures**. She found the address and phone number of **National Highway Traffic Safety Administration**; I had her to note that info for me so that I could call them to report these **ENGINE FAILURES**. My wife used her cellular phone and called the **Dublin Chrysler Dodge Jeep Dealership** where we purchased the Dodge Journey to inform them of these **two (2) ENGINE FAILURES**. The service manager scheduled an appointment for us to bring the Dodge Journey in on February 15, 2011 at 10:00 AM to see if they could determine the cause of the **ENGINE FAILURES**. We continued on our journey to Miami, Florida without any further **ENGINE FAILURES** during that trip. While we stopped at a rest area near Saint Augustine, Florida we parked near a couple who was traveling in a 2010 Dodge Journey; I told the woman who got of their

car about our **ENGINE FAILURES** and asked if they had experienced such a thing; she said NO and said "That sounds very scary; we've traveled all the way across country from California and I hope nothing like that ever happens to us!" She shuddered as she walked away to the ladies restroom.

On February 14, 2011 at approximately 3:30 PM I called the **NHTSA (800) 327 – 4236** and spoke with a representative named, Jackie, to **file a SAFETY COMPLAINT** about the **ENGINE FAILURES**. She said that she could only file the complaint for the **Initial ENGINE FAILURE** which at the time I erroneously said occurred on January 22, 2011, but after I hung up my telephone and checked my calendar on the wall, I found that **the actual date of the Initial ENGINE FAILURE was January 30, 2011**. Jackie gave me the **OFDI Confirmation # 10382628** and said that I would receive a **survey in 4 – 6 weeks**.

On February 15, 2011 my wife and I took our Dodge Journey to Dublin Georgia for a scheduled appointment to attempt to diagnose the cause of the **ENGINE FAILURES**. Our car(with **CLAIM CHECK NO.:438**) was in their service department from 10:00 AM until 5:30 PM; their service representative said that they drove our Dodge Journey, ran the engine for hours, ran water over it and checked it out with their equipment, but could find nothing wrong with it. The service writer told me that he did a **FLASH** and **reprogrammed** the car's **computer**. He said that we could take the Dodge Journey back home with us and continue to drive it and see if we had any other **ENGINE FAILURES**.

The third ENGINE FAILURE Incident took place on Tuesday, March 1, 2011 at 10:30 AM as I was traveling South on 2nd Avenue in Eastman, Georgia; I was driving at a speed of about **35 MPH** and the same

sequence of events took place as before but the weather was clear and sunny; **the ENGINE FAILED, the dashboard lights went out, power steering was lost** and a steered the car into the driveway of **Trinity Learning Center** as it coasted to a complete stop. My wife went into the Trinity Learning Center to do volunteer service for the pre-schoolers; while she was inside I called the **Dublin Chrysler Dodge Jeep Dealership** to let them know that we had just experienced a **third ENGINE FAILURE** and we needed to bring the vehicle in to be checked out again; the service writer said that they were really backed up for the rest of the week and it would be best if I brought the car in on Monday on Tuesday; **I scheduled an appointment for Monday morning, March 7, 2011.**

We arrived at the car dealership before 12 noon on March 7, 2011 and we left our **Dodge Journey** to be checked out. We explained to the service manager and the service writer the various incidents of **ENGINE FAILURE** that we had been experiencing since January 30, 2011. The salesperson(Mrs. Christine Whitaker) who sold us our car arranged for us to use a **loaner car** while they try to determine the cause of our **ENGINE FAILURES.**

When we arrived home at about 4:15 PM on today, March 7, 2011, I found the **NHTSA Survey** in our residential mailbox and proceeded to read it and complete it with an **incident date correction.**

Sincerely,

A large black rectangular redaction box covering the signature area. A small handwritten mark, possibly a '0' or a flourish, is visible just below the redacted area.