 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p> <p>Date Received JAN 23 2012 09-NOV-2011</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10435037</p>	
<p>OWNER INFORMATION (Type or Print)</p>							
Name		Address		City		State	
[REDACTED]		[REDACTED]		HAMBURG		PA	
Daytime Telephone Number		Evening Telephone Number		E-mail Address			
[REDACTED]		[REDACTED]		[REDACTED]			
<p>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).</p>							
<p>VEHICLE INFORMATION</p>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
3D4PH1FG8BT [REDACTED]				DODGE		JOURNEY	2011
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
7/15/11		Outter County Chrysler 1610-562-5174		No: Cylinders 6			
Original Owner <input type="checkbox"/>		Dealer's City		State		Zip Code	
		Hamburg		Pa.		19526	
Transmission Type		Powertrain		Multiple Failure:		Incident Date(s)	
<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control						12-OCT-2011	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>							
Vehicle Component Code: 100000 POWER TRAIN						Failure Mileage	Failure Speed
						4400	0
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code		Tire Failure Type:					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured		Number of Deaths	Reported to Police
				0		0	N
<p>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).</p>							
<p>TL* THE CONTACT OWNS A 2011 DODGE JOURNEY AWD. THE CONTACT STATED THAT SHIFTING IN DIFFERENT GEARS, SHE NOTICED A LOUD CLUNKING NOISE AND THE VEHICLE WOULD JOLT IN ANY DIRECTION. THE VEHICLE WAS TAKEN TO A DEALER WHERE THEY ADVISED HER THAT THE COMPUTER SOFTWARE NEEDED TO BE UPDATED. THE VEHICLE WAS NOT REPAIRED. PRIOR TO THE FAILURE, THE CONTACT TOOK THE VEHICLE TO AN INDEPENDENT MECHANIC WHERE THEY ADVISED HER THAT THE NEW MODEL DODGE JOURNEYS ALL DROVE THE SAME WAY. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 4,400.</p> <p><i>As of my last visit on 12/19/11, the above vehicle is still clunking when put into gear. I feel that there is something wrong with this vehicle + could pose a safety hazard. I phone Chrysler Corporation 3 times and have received no satisfaction. Notice I have received 3 different stories about this problem.</i></p>							
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>							
<p>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.</p>							

see 3 pages of INVOICES

0515

visit #3

93203

Savage  Dodge

4645 Pottsville Pike
Reading, PA 19605
610-916-6100

INVOICE

PAGE 1

ORAS LIFE BY THE HORN 

HAMBURG, PA

HOME [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8277 JOHN W SONDAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG #	MILEAGE IN / OUT	TAG	
WHITE	11	DODGE JOURNEY	3D4PH1FG8BT [REDACTED]		6854/6854		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JUL11 DD			WAIT 19DEC11		90.00	CASH	19DEC11
R.O. OPENED	READY	OPTIONS: DLR:3545046 ENG:3.6_Liter					
13DEC11	19DEC11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PUNCH A DEAL	LUBE OIL AND FILTER CHANGE #1					
		LOFWP1 PUNCH A DEAL LUBE OIL AND FILTER CHANGE #1					
		2636IFREE					(N/C)
		1 68079744AB FILTER-ENGINE OIL					(N/C)
		6 OIL OIL					(N/C)

B	CUSTOMER REQUEST : ROTATE TIRES						
	ROT CUSTOMER REQUEST : ROTATE TIRES						
	2636 C				9.00		9.00

C	CHECK FOR UPDATES FOR HARSH TRANSMISSION SHIFT CONCERNS						
	CAUSE: NOISEY						
	09402000 TIGHTENED FRT ENGINE MOUNT BOLT AND BOTH FRONT HUB NUTS						
	2636 W						(N/C)
	FC: 68 PART#: COUNT:						
	CLAIM TYPE: W						
	AUTH CODE:						

PAID
PAID BY: *visa*
DEC 19 2011

D	FREE 16 Point vehicle inspection						
	CAUSE: COMPLIMENTARY PREVENTIVE MAINTENANCE CHECK-UP						
	9016 FREE 16 Point vehicle inspection						
	2636 C				0.00		0.00

Need a Ride? Ask about our daily shuttle
Also special rate Rental vehicles
We pay for a TAXI ride to and from the dealer
Pre-arranged Loaner Vehicles available.
Need your vehicle picked up or delivered?
ASK FOR DETAILS!! We can get you there!
www.savage61dodge.com 1/2 price oil changes!!

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DESCRIPTION	TOTALS
LABOR AMOUNT	9.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	9.00
LESS INSURANCE	0.00
SALES TAX	0.54
PLEASE PAY THIS AMOUNT	9.54

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Lebanon COUNTY CHRYSLER, LLC

CHRYSLER • DODGE • JEEP • CERTIFIED PRE-OWNED

16614 Pottsville Pike • Route 61

Hamburg, PA 19526

Phone: 610-562-5174 Fax: 610-562-8020



visit #1

CUSTOMER NO. 4522	ADVISOR IAN	41934	TAG NO. 9685	INVOICE DATE 10/25/11	INVOICE NO. CHCS98302
	LABOR RATE	LICENSE NO.	MILEAGE 4,442	COLOR WHITE/	STOCK NO. 120014
HAMBURG, PA	YEAR / MAKE / MODEL 11/DODGE TRUCK/JOURNEY/4DR AWD MAINS			DELIVERY DATE 07/15/11	DELIVERY MILES 21
	VEHICLE ID NO. 3 D 4 P H 1 F G 8 B T			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 10/24/11	
	COMMENTS E# 3.6L				MO: 4446

JOB# 1 CHARGES

LABOR
 J# 1 40CHZ01 BRAKE CONCERN TECH(S): 41933 WARRANTY
 C/S: CUSTOMER STATES WHEN STOPPING THE VEHICLE CLUNKS ONCE THE VEHICLE COMES TO A COMPLETE STOP
 CHECKED VEHICLE AND CHECKED FOR TSB'S AND FOUND NONE THAT APPLY, DROVE NEW JOURNEY AND THAT VEHICLE DID THE SAME THING
 NO REPAIRS NEEDED, NO REPAIRS HAVE BEEN DONE AT THIS TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2 00CHZQUALITYCHK QUALITY INSPECTION TECH(S): 41933 0.00
 PERFORM COMPLIMENTARY VEHICLE INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 J# 3 30CHZ AUTO. TRANSMISSION TECH(S): 41933 0.00
 CUSTOMER STATES TRANSMISSION CLUNKS WHEN GOING INTO GEAR FROM REVERSE
 FELT CONCERN AND TESTED ANOTHER NEW JOURNEY AND IT DID THE SAME THING
 NO REPAIRS NEEDED. CLUNK WHEN GOING FROM REVERSE TO DRIVE IS NORMAL FUNCTION OF AUTOMATIC ALL WHEEL DRIVE SYSTEM BECAUSE IT FULLY ENGAGES THE CLUTCHES IN THE EVENT OF THE VEHICLE BEING STUCK.
 E

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 CREATED 2011-10-21 09:09:00AM



#: 1010515

visit #2

91958

Savage Dodge

4645 Pottsville Pike
Reading, PA 19605
610-916-6100

INVOICE

PAGE 1



URG, PA

CONT:N/A

SERVICE ADVISOR: 3522 JEFF MUTTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG #	MILEAGE IN / OUT	TAG	
WHITE	11	DODGE JOURNEY	3D4PH1FG8BT		4748/4749		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
15JUL11 DD			21:00 31OCT11		90.00	CASH	31OCT11

R.O. OPENED	READY	OPTIONS:	DLR:3545046 ENG:3.6_Liter			
31OCT11	31OCT11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RRT 11	082					

CAUSE:
 18190294 FLASH REPROGRAM BCM
 3738 W (N/C)
 FC: FM PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

181906M5 REFLASH PCM
 3738 W (N/C)

 B CUST STATES THE TRANS IS CLUNKING VERY BAD
 CAUSE:
 85410000 TIME FOR TECH TO CHECK CONCERN/TECH
 FEELS IT IS A SOFTWARE ISSUE, BUT NOTHING
 AVAILABLE FOR IT YET
 3738 W (N/C)
 FC: FM PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

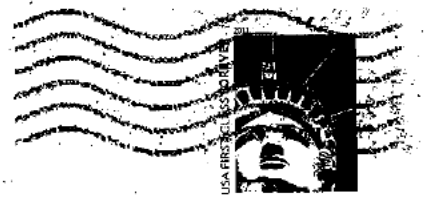
 C FREE 16 Point vehicle inspection
 CAUSE: COMPLIMENTARY PREVENTIVE MAINTENANCE CHECK-UP
 9016 FREE 16 Point vehicle inspection
 3738 C 0.00 0.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	*SHOP SUPPLY COSTS: We have added a charge equal to 3% of the total cost of labor and parts, not to exceed \$10.00, in the Misc. Charges amount for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT

Hamburg, Pa

LEHIGH VALLEY PA 180

11 JAN 2012 PM 1T



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE

Washington, DC 20077-9382
20077+9382 