


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> 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 <b>MAY 14 2013</b></p>	<p>Repository <input type="checkbox"/></p>	<p>18-DEC-2012</p>	
		<p>Reference No. 10489120</p>			
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name</p>		<p>Daytime Telephone Number</p>		<p>E-mail Address</p>	
<p>Address</p>		<p>Evening Telephone Number</p>			
<p>City</p>	<p>WHITEMAN AIR FORCE BASE</p>	<p>State</p>	<p>MO</p>	<p>Zip Code</p>	
<p><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></p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p>		<p>Make</p>	<p>Model</p>	<p>Model Year</p>	
<p>1B3LC46B29N</p>		<p>DODGE</p>	<p>AVENGER</p>	<p>2009</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine:</p>	<p>Fuel Type:</p>	
<p>Sept 6, 2008</p>	<p>OS Military Sales Corp -</p>		<p>No: Cylinders</p>		
<p>Original Owner</p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p><input type="checkbox"/></p>	<p>Woodbury NY</p>	<p>NY</p>	<p>11797</p>	<p>4cy/</p>	
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p>	
	<p><input type="checkbox"/> Cruise Control</p>			<p>28-NOV-2012</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: ENGINE (PWS)</p>			<p>Failure Mileage</p>	<p>Failure Speed</p>	
			<p>54000</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>					
<p>Crash</p>	<p>Fire</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police</p>	
<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>0</p>	<p>0</p>	<p>N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 2009 DODGE AVENGER. THE CONTACT STATED THAT THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THAT DUE TO MOVEMENT OF THE ENGINE, THE MAIN PLASTIC WIRING HARNESS WAS FOUND TO BE MELTED. THE DEALER ALSO ADVISED THAT IF THEY HAD NOT DISCOVERED THE FAILURE, IT WOULD HAVE CAUSED SEVERAL OTHER COMPONENTS TO FAIL. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE AND CURRENT MILEAGE WAS 54,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b></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>					

# WARRENSBURG

CHRYSLER • DODGE • JEEP

5631888

176454



329 E. Young  
Warrensburg, MO 64093  
Bus. Phone (660) 747-5175  
K.C. Line (816) 229-0298  
Toll Free (888) 747-5175

\*INVOICE\*

DUPLICATE 1  
PAGE 1

WHITEMAN AFB, MO  
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2979 CHAD MEADOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	09	DODGE AVENGER	1B3LC46B29N [REDACTED]	[REDACTED]	54659/54659		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 IS			WAIT 28NOV12		82.00	CASH	28NOV12
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:			
27NOV12	28NOV12		[REDACTED]	2.4 Liter			
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

1 CUSTOMER STATES CHECK ENGINE LIGHT IS ON  
CEL INSPECTED AND FOUND KNOCK SENSOR FAULTY,  
REMOVED AND REPLACED ALONG WITH PCM FLASH  
VERIFIED FIX

4791 CP					82.00	82.00
1 5033316AB SENSOR-KNOCK				24.26	24.26	24.26
PARTS:	24.26	LABOR:	82.00	OTHER:	0.00	TOTAL LINE A: 106.26

\*\*\*\*\*

3 CUSTOMER STATES THERE IS A LAG WHEN ACCELERATING  
UNABLE TO DUPLICATE CONCERN AT THIS TIME,  
POSSIBLY RELATED TO KNOCK SENSOR

4791 CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00

\*\*\*\*\*

2 CHECK VEHICLE OVER FOR NEEDED SERVICE  
CKO CHECK VEHICLE OVER FOR NEEDED SERVICE  
DM RECCOMEND REPLACING SPARK PLUGS 105.00

4791 CP					0.00	0.00
4791 CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C: 0.00

\*\*\*\*\*

0\*\* AFTER INSPECTION FOUND FLASH UPDATE FOR PCM  
CAUSE: FLASH

181906G1 TSB 18-018-09

4791 WAR4  
FC: FM PART#: COUNT:  
CLAIM TYPE: W  
AUTH CODE:

(N/C)

SERVICE PARTS HOURS	BODY SHOP	DESCRIPTION	TOTALS
MON. - FRI. 7:30 AM - 6:00 PM	(FREE ESTIMATES) 329 E. YOUNG	LABOR AMOUNT	
SATURDAY 8:00 AM - 3:00 PM	WARRENSBURG, MO 64093	PARTS AMOUNT	
SALES HOURS	(660) 747-5175	GAS, OIL, LUBE	
MON., TUES. & THURS. 8:30 AM - 7:00 PM	HOURS 8:00 AM - 5:00 PM	SUBLET AMOUNT	
WED., FRI. & SAT. 8:30 AM - 6:00 PM	MON - FRI	MISC. CHARGES	
		TOTAL CHARGES	
		LESS ADJUSTMENT	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

We Accept



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DISCLAIMER OF WARRANTIES

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DUPLICATE 1  
PAGE 2

WHITEMAN AFB, MO  
HOME BUS:

SERVICE ADVISOR: 2979 CHAD MEADOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	09	DODGE AVENGER	1B3LC46B29N		54659/54659		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 IS			WAIT 28NOV12		82.00	CASH	28NOV12
R.O. OPENED	READY	OPTIONS: DLR: ENG:2.4 Liter					
27NOV12	28NOV12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

\*\*\*\*\*  
 CUSTOMER PAY ENVIRONMENTAL COMPLIANCE & SHOP SUPPLY FOR REPAIR ORDER 4.10  
 WE AT WSBG CHRYSLER THANK YOU FOR YOUR TIME AND BUSINESS. YOU MAY RECIEVE A SURVEY, THIS IS A GRADE CARD FOR US IF FOR ANY REASON YOU CANT GIVE US A 100% PLEASE CONTACT US AT 747-5175 OR TOLL FREE 1-888-747-5175 TO ADDRESS  
 WE WANT OUR CUSTOMERS TO BE  
 THANK YOU SCOTT THURN SERV MGR



# Jeep

PAID NOV 28 2012

<b>SERVICE PARTS HOURS</b> MON. - FRI. 7:30 AM - 6:00 PM SATURDAY 8:00 AM - 3:00 PM <b>SALES HOURS</b> MON., TUES. & THURS. 8:30 AM - 7:00 PM WED., FRI. & SAT. 8:30 AM - 6:00 PM	<b>BODY SHOP</b> (FREE ESTIMATES) 329 E. YOUNG WARRENSBURG, MO 64093 (660) 747-5175 <b>HOURS</b> 8:00 AM - 5:00 PM MON - FRI	<i>We Accept</i>    	DESCRIPTION	TOTALS
			LABOR AMOUNT	82.00
PARTS AMOUNT	24.26			
GAS, OIL, LUBE	0.00			
SUBLET AMOUNT	0.00			
MISC. CHARGES	4.10			
TOTAL CHARGES	110.36			
LESS ADJUSTMENT	0.00			
SALES TAX	2.30			
<b>PLEASE PAY THIS AMOUNT</b>	<b>112.66</b>			

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DISCLAIMER OF WARRANTIES

If expressed warranties, if any, by a manufacturer or supplier other than the dealer, this invoice is not intended to be a contract.

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176683

# WARRENSBURG

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PAGE 1

WHITEMAN AFB, MO

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 2979 CHAD MEADOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREY	09	DODGE AVENGER	1B3LC46B29N [REDACTED]	[REDACTED]	54941/55161		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 IS			WAIT 18DEC12		82.00	CASH	18DEC12
R.O. OPENED		READY	OPTIONS:	DLR:	ENG: 2.4 Liter		
04DEC12		18DEC12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES CHECK ENGINE LIGHT IS ON  
CAUSE: **FAULTY**

08906519 WIRING/CONNECTOR REPLACE  
4791 WAR4

1 5148994AB WIRING-ENGINE  
FC: ML  
PART#: 5148994AB  
COUNT: 1  
CLAIM TYPE: W  
AUTH CODE:

(N/C)  
(N/C)



SUBL CASEY'S GAS

WAR4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

\*\*\*\*\*

B\*\* CUSTOMER PAY FOR GOODWILL ASSISTANCE

M AUTHORIZED GOODWILL ASSISTANCE FOR HALF OF  
REPAIR 9999 CP

M AFTER DISASSEMBLY AND INSPECTION FOUND MAIN  
ENGINE WIRING HARNESS RUBBED THROUGH POWER  
WIRE FOR STARTER AND SHORTED WIRING HARNESS  
4791 CP

M REMOVED AND REPLACED MAIN ENGINE WIRING  
HARNESS, VERIFIED NOT TOUCHING STARTER POWER  
WIRE. TEST DROVE VERIFIED CEL NOT ON AT THIS  
TIME

4791 CP 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*



DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS ADJUSTMENT	
SALES TAX	
<b>PLEASE PAY THIS AMOUNT</b>	

### SERVICE PARTS HOURS

MON. - FRI.  
7:30 AM - 6:00 PM

SATURDAY  
8:00 AM - 3:00 PM

### SALES HOURS

MON., TUES. & THURS.  
8:30 AM - 7:00 PM

WED., FRI. & SAT.  
8:30 AM - 6:00 PM

### BODY SHOP

(FREE ESTIMATES)

329 E. YOUNG  
WARRENSBURG, MO 64093

(660) 747-5175

### HOURS

8:00 AM - 5:00 PM

MON - FRI

*We Accept*



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DISCLAIMER OF WARRANTIES

All warranties are provided by the manufacturer or supplier other than the dealer are those of the manufacturer. Dealer is not responsible for any damage to the vehicle unless otherwise provided in writing and furnished to buyer.

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PAGE 2

WHITEMAN AFB, MO  
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 2979 CHAD MEADOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	09	DODGE AVENGER	1B3LC46B29N [REDACTED]	[REDACTED]	54941/55161		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 IS			WAIT 18DEC12		82.00	CASH	18DEC12
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG: 2.4 Liter					
04DEC12	18DEC12						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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# Jeep

*Sign*



PAID DEC 18 2012  
*Amex*  
*m*

CUSTOMER PAY DEDUCTIBLE FOR LINE A 538.44

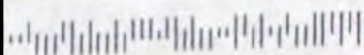
<b>SERVICE PARTS HOURS</b> MON. - FRI. 7:30 AM - 6:00 PM SATURDAY 8:00 AM - 3:00 PM <b>SALES HOURS</b> MON., TUES. & THURS. 8:30 AM - 7:00 PM WED., FRI. & SAT. 8:30 AM - 6:00 PM	<b>BODY SHOP</b> (FREE ESTIMATES) 329 E. YOUNG WARRENSBURG, MO 64093 (660) 747-5175 <b>HOURS</b> 8:00 AM - 5:00 PM MON - FRI	We Accept    	DESCRIPTION	TOTALS
			LABOR AMOUNT	0.00
PARTS AMOUNT	0.00			
GAS, OIL, LUBE	0.00			
SUBLET AMOUNT	0.00			
MISC. CHARGES	538.44			
TOTAL CHARGES	538.44			
LESS ADJUSTMENT	0.00			
SALES TAX	0.00			
<b>PLEASE PAY THIS AMOUNT</b>	<b>538.44</b>			

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DISCLAIMER OF WARRANTIES

Chrysler Dodge Jeep, unless otherwise provided in writing and furnished to buyer

JAFB MO



UNITED STATES  
POSTAL SERVICE



1000

20077

U.S. Dept. of Transportation  
National Hwy Traffic Safety Ad  
Office of Defects Investigation,  
1200 New Jersey Ave. SE  
Washington DC 20077-93