

DEC 12 2014

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 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 12-NOV-2014 Repository ☐ Reference No. 10654538	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
SUITLAND	MD		
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		Make	Model
2C3CCAAG7DH		CHRYSLER	300
Model Year		Engine:	Fuel Type:
2013		No: Cylinders	Gas
Date Purchased	Dealer's Name and Telephone Number		Engine:
3-19-13	Darcars Chrysler- Jeep-Dodge Marlow Height		No: Cylinders
Original Owner	Dealer's City	State	Zip Code
☒	Suitland, Maryland	MD	20746
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
Auto.	☒ Cruise Control	RWD	(2) Twice
Incident Date(s)		26 OCT-2014	
2 Nov. 2014			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		- Blown Fuse (2)	
Failure Mileage		Failure Speed	
29000		1-2 miles	
28,480			
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		Failure Location:
☐ Prior Repair			
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	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No	0	0
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 2013 CHRYSLER 300. THE CONTACT STATED THE POWER STEERING SEIZED. THE FAILURE RECURRED TWICE. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE FUSE FOR THE POWER STEERING NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 29,000. (28,480)			
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.			

1801JECS915599



28100 Telegraph Road
Telegraph at 11 1/2 Mile
Southfield, MI 48034
Phone 248.354.2950

Fax 248.352.3776

www.southfieldchrysler.com

INVOICE



SERVICE HOURS
MON. & THURS. 6:00 AM - 9:00 PM
TUES. & WED. 6:00 AM - 7:00 PM
FRIDAY 6:00 AM - 6:00 PM
SATURDAY 8:00 AM - 3:00 PM

WE ACCEPT:



STATE REG. NO. F-165683

CUSTOMER NO.	ADVISOR PATRICK LEPOUDRE	TAG NO. 5015	INVOICE DATE 10/30/14	INVOICE NO.
	LICENSE NO.	MILEAGE 28,480	COLOR BROWN/	STOCK NO.
SUITLAND, MD	YEAR/MAKE/MODEL 13/CHRYSLER/300/4DR SDN RWD	DELIVERY DATE 03/19/13	DELIVERY MILES	
	VIN NO. 2 C 3 C C A A G 7 D H	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	PURCHASE ORDER NO.	REPAIR ORDER DATE 10/27/14	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
AREA CODE BUSINESS PHONE	REMARKS		MILEAGE OUT	

LABOR & PARTS
1 19CHZ STEERING UNITS TECH(S) 368 WARRANTY
CUST. STATES POWER STEERING INOP., LIGHT DISPLAYED ON DASH.
FUSE BLOWN
FOUND FUSE BLOWN CHECK P/S CIRCUIT FOUND NO PROBLEMS, CHECK
P/S MOTOR NO OVER CURRENT PROBLEMS, TEST DROVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	68137045-AA	FUSE NONE 08015002			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

2 99CHZ RENTAL CAR UNITS TECH(S) 52 WARRANTY
RENTAL CAR REIMBURSEMENT
CSC

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2						0.00
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

3 26CHY 16 POINT INSPECTION UNITS 0.00 TECH(S) 368 0.00
16 POINT INSPECTION
PREVENTATIVE MAINTENANCE
16 Point Inspection All

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3						0.00
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

SUBLET PO# VEND INV# INV DATE DESCRIPTION
JOB # 2 414092 10/28/14 INV# 39154 MOORE
TOTAL - SUBLET 0.00

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

COMMENTS
RENTA-CSC
SPOKE WITH CUSTOMER UPDATED VEH NOT IN SHOP YET 10/28 ALY
SPOKE WITH CUSTOMER VEH PASG SHOULD HAVE DIAG TOMORROW 10/29 ALY
SPOKE WITH CUSTOMER VEH IN QC WILL BE READY TOMORROW 10/30 PL

TECHNICIAN CERTIFICATION
368 JEFFERY WILDER M183818

MOPAR'S Basic Limited Warranty

DEALER INSTALLED PARTS AND ACCESSORIES 12 months or 12,000 miles
from the original installation date, whichever occurs first. Excluding seals and gaskets.
CUSTOMER COPY [CONTINUED ON NEXT PAGE]

PAGE 1 OF 2

06:10pm

IMPORTANT

You may receive a questionnaire from CHRYSLER in the next few weeks. If for any reason you cannot grade us VERY SATISFIED Please contact our Service Director SEAN NELSON at 248-354-2950 before you return the questionnaire
THANK YOU
Your Friends and staff at
SOUTHFIELD DODGE
CHRYSLER JEEP
RAM

"Thank You For Your Business"

"This dealership charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time guide or the recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

CHRYSLER



Dodge

Jeep

DARCARS IMPORTS, Inc.

DARCARS CHRYSLER JEEP DODGE OF SILVER SPRING
12511 Prosperity Dr. SILVER SPRING, MARYLAND 20904
CHRYSLER (301) 622-0010
www.darcars.com



CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]		ADVISOR KATRINA SCHLOTHAUE	27765	TAG NO. 7972	INVOICE DATE 11/12/14	[REDACTED]
[REDACTED]	LABOR RATE 116.95	LICENSE NO.	MILEAGE 29,114		COLOR LUXURY BROW	STOCK NO.	
SUITLAND, MD	YEAR / MAKE / MODEL 13/CHRYSLER/300/		DELIVERY DATE		DELIVERY MILES		
[REDACTED]	VEHICLE I.D. NO. 2 C 3 C C A A G 7 D H		SELLING DEALER NO. MARLOW HEIG		PRODUCTION DATE		
[REDACTED]	F.T.E. NO.		P.O. NO.		R.O. DATE 11/03/14		[REDACTED]
RES [REDACTED]	COMMENTS		MO: [REDACTED]				

JOB# 1 CHARGES

LABOR
J# 1 17CHZ02 FRONT SUSPENSION TECH(S):26592 WARRANTY
VEHICLE HAS NO POWER STEERING
-LIGHT UP ON THE DASH AND THEN STEERING WOULD GO OUT
DURING TESTING FOUND FUSES BLOWN IN CAVITY #3 AND #19
RELATED TO TO HYDRAULIC POWER STEERING
-AFTER REPLACEMENT OF FUSES -TESTED WIRING AND CONNECTIONS
FROM HYDRAULIC POWER STEERING TO FRONT DISTRIBUTION CENTER
AND FOUND ALL CONNECTIONS GOOD
REPLACED TWO FUSES -ROAD TESTED VEHICLE 38 MILES
AND EVERYTHING IS OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2	68137045-AA	FUSE NONE 08015002		
				TOTAL - PARTS	0.00

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	WARRANTY
	96583			11/12/14	RENTAL	
					TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR
J# 2 01CHZINS FREE 23 PT INSPECTIO TECH(S):26592 0.00
FREE 23PT SAFETY INSPECTION
23 POINT INSPECTION ATT

ESTIMATE	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				TOTAL - ESTIMATE	0.00

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

COMMENTS
SPOKE TO CUSTOMER AND TOLD HIM TO CONTACT THE INSURANCE COMPANY
FROM THE ACCIDENT IN 4/14 HE SAID OK 11/5/14 KAT 4:05PM
SPOKE TO CUSTOMER AND TOLD HIM THAT INSURANCE COMPANY
HAS TO BE CALLED AND THAT WE ARE GOING TO START FURTHER TESTING
VEHICLE BETWEEN THE NEXT COUPLE OF DAYS 11/6/14 KAT 10:13AM
STILL NO WORD FROM CUSTOMERS INSURANCE COMPANY 11/7/14 KAT
TAT FROM ERIE INSURANCE 301-310-1746 HAS APPROVED FOR 2HRS
DIAG 11/7/14 KAT 3:30PM
L/M FOR CUSTOMER TO CALL ME ON STATUS OF VEHICLE 3:30PM KAT 11/7/14

MONTGOMERY COUNTY REG. NO. 951

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED. LABOR CHARGES ARE BASED ON A FLAT RATE MEASURE AND ARE BASED ON INDUSTRY SOURCES. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE TECHNICIAN'S WORK WAS PERFORMED SATISFACTORILY.

SHOP MATERIAL CHARGES ARE BASED ON 10% OF LABOR. THERE MAY BE AN ENVIRONMENTAL WASTE DISPOSAL CHARGE ASSOCIATED WITH SOME REPAIRS.

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. CHRYSLER MOTORS REPAIR WARRANTY IS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. MAZDA MOTORS REPAIR WARRANTY IS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

X _____
(AUTHORIZED SIGNATURE)

CHRYSLER



Dodge

Jeep®

DARCARS IMPORTS, Inc.

DARCARS CHRYSLER JEEP DODGE OF SILVER SPRING
12511 Prosperity Dr. SILVER SPRING, MARYLAND 20904
CHRYSLER (301) 622-0010
www.darcars.com



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL:
	KATRINA SCHLOTHAUE	27765	11/25/14	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
	116.95		29,487	LUXURY BROW
SUITLAND, MD	YEAR / MAKE / MODEL	DELIVERY DATE		
	13/CHRYSLER/300/			
	VEHICLE I.D. NO.	DELIVERY MILES		
	2 C 3 C C A A G 7 D H			
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			MARLOW HEIG	
	COMMENTS	R.O. DATE		
		11/18/14		

JOB# 1 CHARGES

MO:

LABOR	ELECTRICAL REPAIR				TECH(S): 6528	WARRANTY
J# 1 10CHZ	CUSTOMER STATES PLEASE RE-CHECK POWER STEERING SYSTEM FOR LOSS OF POWER DURING TESTING FOUND FLUID LOW - TOPPED OFF POWER STEERING FLUID					
	ALSO FOUND CHRYSLER STAR CASE S-1408000406 INTERMITTENTLY CAN C BUS GOES DOWN AND ALL MODULES ARE RED REVIEW FOR SIGNS OF WATER INTRUSION OR CORROSION AT THE INVOLVED MODULE ADDED POWER STEERING FLUID AND PREFORMED CHRYSLER STAR CASE S-1408000406					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
	1	68088485-AA	FLUID POW 01081033			
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	TOTAL - PARTS	WARRANTY
	97114			RENTAL		0.00
JOB# 1 TOTALS					TOTAL - SUBLET	WARRANTY 0.00

MONTGOMERY COUNTY REG. NO. 551

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED. LABOR CHARGES ARE BASED ON A FLAT RATE MEASURE AND ARE BASED ON INDUSTRY SOURCES. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE TECHNICIAN'S WORK WAS PERFORMED SATISFACTORILY.

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THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. CHRYSLER MOTORS REPAIR WARRANTY IS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. MAZDA MOTORS REPAIR WARRANTY IS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX CHCS	JOB# 1 TOTAL	0.00
LABOR	FREE 23 PT INSPECTION		
J# 2 01CHZINSP	FREE 23PT SAFETY INSPECTION COMPLETED		
	TECH(S): 6528	INTERNAL	
JOB# 2 TOTALS			
	JOB# 2 JOURNAL PREFIX CHCS	JOB# 2 TOTAL	0.00
ESTIMATE	CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)		
COMMENTS	CUSTOMER DROP OFF		

X _____
(AUTHORIZED SIGNATURE)

STAR Case



Case Number: [REDACTED]

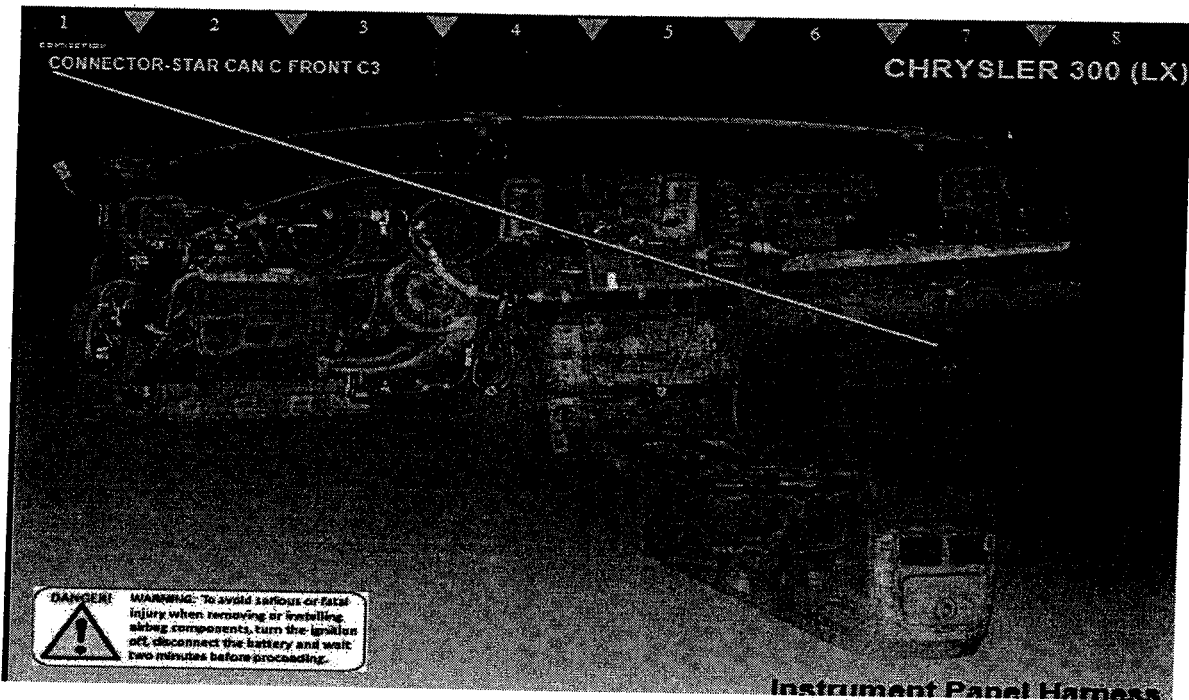
Release Date: 10/15/2014

Symptom/Vehicle Issue:

CEL, Check Engine Lamp On, Multiple CAN C BUS DTC's

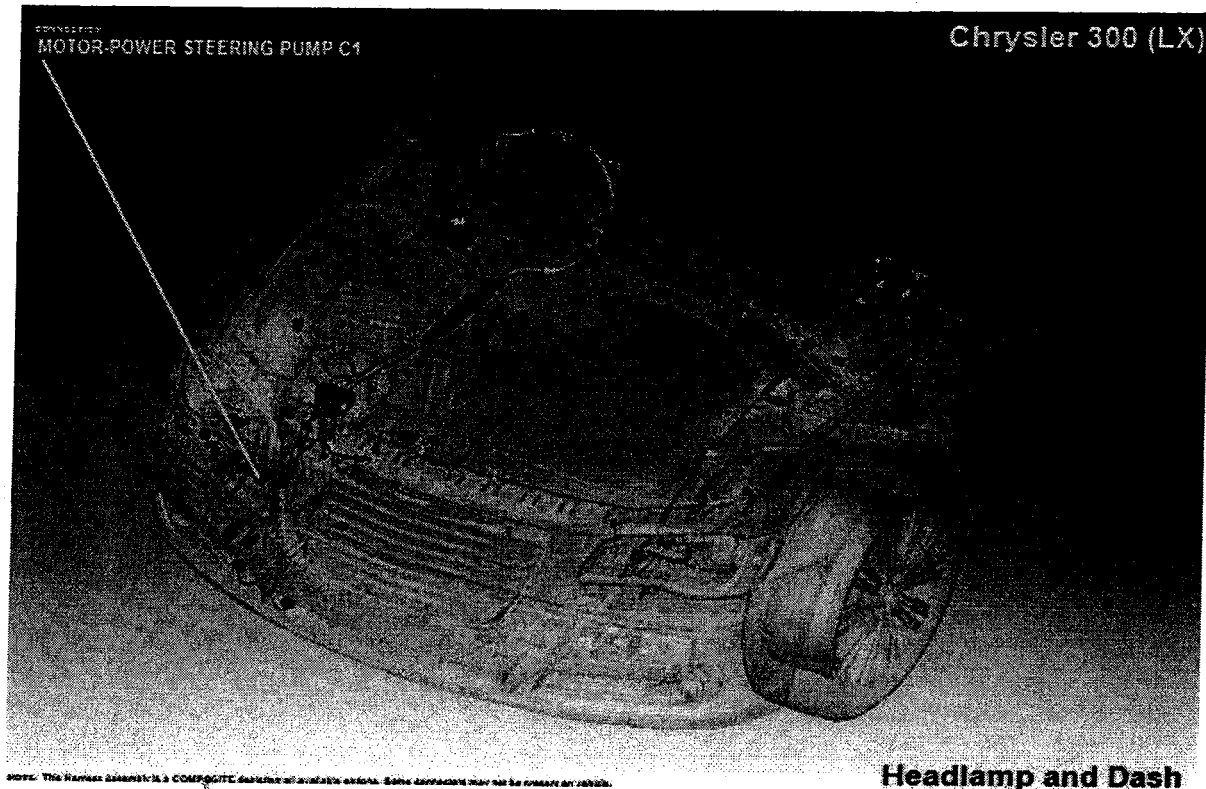
Discussion:

Vehicle set many loss of communication DTC's, intermittently CAN C BUS goes down and all modules are red. Disconnect the CAN C Modules one at a time at the CAN C STAR connector until a change in CAN C BUS response. If removing the EPS (Electric Power Steering Module) connection at the STAR connector; review for signs of water intrusion or corrosion at the involved module. Clean and or replace connector or module as needed.



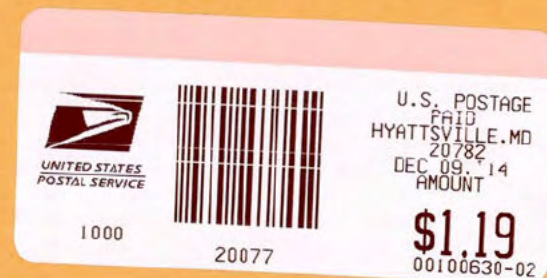
This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

STAR Case



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Luciana, (a)



US Department of Transportation
Natl. Highway Traffic Safety Admin.
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue, SE
Washington, DC 20077-9382

DEC 1 2014