

Office of Defect Investigation,

This is the form I filled out on line to NHTSA. Tracking number 10745500. This is a serious problem! This is still not fixed on my truck. This truck is my business. Below is just an overview of the work that's been done on my truck. The ETC (Electronic throttle control) light flashing comes on more often than that. Anything you can do to get Chrysler to fix this problem or get a recall would be greatly appreciated.

SEP -1 2015

Thank you

ETC (Electronic Throttle Control) when this light comes on flashing it goes into LIMP MODE (idle) this is a real SAFETY CONCERN especially in traffic when towing a trailer. I bought the truck new from City Auto Plaza, Canon City, CO. I brought the truck into City Auto Plaza June 4th 2014 when the ETC light was flashing. They replaced the gas pedal, the following day the ETC light came on. June 11th 2014 they re-crimped the plug on the pedal sensor and the C130 connector. That lasted about a month and a half. On July 29th 2014 they hardwired around the C130 connector. That lasted about 8 months, brought truck in on March 9th 2015, the ETC light had gone off by the time I got to City Auto Plaza, but it was the same code in storage P2121. The ETC light came on again on May 12th 2015 brought it back and they re-crimped the pedal sensor put some lube and pulled the plugs off the PCM and blew them out and put some lube in the plugs. July 8th 2015 the ETC light came back on flashing so I brought it down to City Auto Plaza again and they hardwired from the gas pedal all the way to the PCM. That lasted 2 days and the ETC light came back on going into limp mode. Brought it in again on July 16th the light was off. They test drove it numerous times couldn't get the ETC light to come on but it still had the same code in storage P2121. So they swapped out accelerator pedal (used from another truck) got the truck back on July 21st. On July 29th I brought the truck in to troubleshoot the AC (air conditioner) started the truck in the parking lot and the ETC light was flashing. Travis the Tech that works on my truck has brought in Tech support from Chrysler. Travis also Google'd it and this is not just my truck. He saw trucks from 2004 to 2009 with these same problems. WHY CAN'T CHRYSLER FIGURE THIS OUT? Does someone have to get in an accident or die before they figure it out?

ET
9315
SMD



3151 E. HWY 50

CANON CITY, COLORADO 81212-0350

719-275-2329 BUS. 719-275-1056 FAX

CHRYSLER • Dodge • RAM • Jeep • SUZUKI

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	BRIAN GILL	33777	06/04/14	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
			121,145	WHITE/
WESTCLIFFE, CO	YEAR / MAKE / MODEL	DELIVERY DATE		DELIVERY MILES
	08/DODGE TRUCK/RAM 3500/	08/09/08		51
	VEHICLE I.D. NO.	SELLING DEALER NO.		PRODUCTION DATE
	3 D 7 M X 3 9 A 9 8 G			
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			06/03/14	
COMMENTS				MO: 121145

LABOR & PARTS-----
1 06PNZ-5 CHECK ENGINE LIGHT TECH(S):18120 152.60
C/S THE ELECTRONI THROTTLE CONTROL LIGHT AND MIL ON AT
THE SAME TIME.
FOUND DTC P2121 APPS PERF P2122 APPS CKT LOW. TRACE TO
INTERNAL FAILURE OF PEDAL SENSOR.
REMOVED AND REPACED PEDAL SENSOR.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
JOB # 1	1	53034003-AC	PEDAL ACC 14001001	149.85
JOB # 1 TOTAL PARTS				149.85
JOB # 1 TOTAL LABOR & PARTS				302.45

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----
JOB # A	MLAB	MISC. LABOR AND SHOP MATERIALS	
TOTAL - MISC			18.31

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$334.00 (+TAX)

COMMENTS-----
CUSTOMER IS WAITING FOR THE REPAIRS

TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 07/22/2014 / 124145 MI 90PNZ-1 TITAN 10W30 *

WE APPRECIATE YOUR BUSINESS !

CASH.....	CHECK.....	GOLDSEAL.....	*	TOTAL LABOR....	152.60
MC/VISA.....	AMEX.....	OTHER.....	*	TOTAL PARTS....	149.85
SC DED.....	WARR DED....	INS DED.....	*	TOTAL SUBLET...	0.00
CASHIER.....	DATE.....		*	TOTAL G.O.G....	0.00
*****				TOTAL MISC CHG.	18.31
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	12.44
				TOTAL INVOICE \$	333.20

THANK YOU FOR COMING IN ! WE ALSO WILL DO 60 DAYS SAME AS
CASH ! YOUR OPINION IS IMPORTANT TO US WE WILL DO A FOLLOW
UP CALL TO BE SURE EVERYTHING WENT WELL. IF YOU SHOULD HAVE
ANY CONCERNS PLEASE CALL US AT 719-275-2329 OR 800-378-2329
OR E-MAIL US AT cityautoservice@yahoo.com.

CUSTOMER SIGNATURE



3151 E. HWY 50
CANON CITY, COLORADO 81212-0350
719-275-2329 BUS. 719-275-1056 FAX

CHRYSLER • Dodge • RAM • Jeep • SUZUKI

CUSTOMER NO.	ADVISOR BRIAN GILL	TAG NO. 33777	INVOICE DATE 06/11/14	INVOICE NO.
LABOR RATE	LICENSE NO.	MILEAGE 121,907	COLOR WHITE/	STOCK NO.
YEAR / MAKE / MODEL 08/DODGE TRUCK/RAM 3500/	VEHICLE I.D. NO. 3 D 7 M X 3 9 A 9 8 G	DELIVERY DATE 08/09/08	DELIVERY MILES 51	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 06/11/14		
COMMENTS				MO: 121907

LABOR & PARTS
1 45PNZ9 WARNING LITE ON TECH(S):18120 0.00
C/S THE MIL IS LUMINATED./
CONFIRMED. SUSPECT LOOSE CRIP AT SENSOR CAUSING INTERNITTENT
SIGNAL TO PCM.
RECRIMPED ALL CONNECTIONS AND C130 CONNECTOR.
JOB # 1 TOTAL LABOR & PARTS 0.00

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

* NEXT RECOMMENDED SERVICE: *
* 07/30/2014 / 124907 MI 90PNZ-1 TITAN 10W30 *

WE APPRECIATE YOUR BUSINESS !

* CASH..... CHECK..... GOLDSEAL..... *
* MC/VISA..... AMEX..... OTHER..... *
* SC DED..... WARR DED.... INS DED..... *
* CASHIER..... DATE..... *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

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CASH ! YOUR OPINION IS IMPORTANT TO US WE WILL DO A FOLLOW
UP CALL TO BE SURE EVERYTHING WENT WELL. IF YOU SHOULD HAVE
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OR E-MAIL US AT cityautoservice@yahoo.com.

CUSTOMER SIGNATURE



3151 E. HWY 50

CANON CITY, COLORADO 81212-0350

719-275-2329 BUS. 719-275-1056 FAX

CHRYSLER • Dodge • RAM • Jeep • SUZUKI

CUSTOMER NO.	ADVISOR BRIAN GILL	TAG NO.	INVOICE DATE 07/29/14	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 123,989	COLOR WHITE/
	YEAR / MAKE / MODEL 08/DODGE TRUCK/RAM 3500/		DELIVERY DATE 08/09/08	DELIVERY MILES 51
WESTCLIFFE, CO	VEHICLE I.D. NO. 3 D 7 M X 3 9 A 9 8 G		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/29/14	REPRINT# 1
	COMMENTS	MO: 123989		

LABOR & PARTS
1 45PNZ9 WARNING LITE ON TECH(S):18120 228.00
C/S THE ETC LIGHT IS ON AND FLASHING. TRUCK SEEMS TO RUN FIN
CONFIRMED. FOUND DTC P2121 FOR APPS SENS PERF.
HARWIRE PAST C130 CONNECTOR.
HARDWIRED PAST C130 CONNECTOR. CLEARED DTC.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1	68061634-AA	ELEMENT F 14029004		49.95
JOB # 1 TOTAL PARTS					49.95
JOB # 1 TOTAL LABOR & PARTS					277.95

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	MLAB	MISC. LABOR AND SHOP MATERIALS	
TOTAL - MISC			27.36

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$312.00 (+TAX)

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 09/16/2014 / 126989 MI 90PNZ-1 TITAN 10W30 *

WE APPRECIATE YOUR BUSINESS !

CASH	CHECK	GOLDSEAL	TOTAL LABOR
*	*	*	228.00
*	*	*	TOTAL PARTS 49.95
*	*	*	TOTAL SUBLET 0.00
*	*	*	TOTAL G.O.G. 0.00
*	*	*	TOTAL MISC CHG. 27.36
*	*	*	TOTAL MISC DISC 0.00
*	*	*	TOTAL TAX 7.49
CASHIER DATE			TOTAL INVOICE \$ 311.03

THANK YOU FOR COMING IN ! WE ALSO WILL DO 60 DAYS SAME AS
CASH ! YOUR OPINION IS IMPORTANT TO US WE WILL DO A FOLLOW
UP CALL TO BE SURE EVERYTHING WENT WELL. IF YOU SHOULD HAVE
ANY CONCERNS PLEASE CALL US AT 719-275-2329 OR 800-378-2329
OR E-MAIL US AT cityautoservice@yahoo.com.

CUSTOMER SIGNATURE

← Purchased, not
Installed
Fuel Filter

CUSTOMER #: [REDACTED]

INVOICE

CITY
Auto Plaza3151 E. Highway 50
Canon City, Colorado 81212
719-275-2329 Bus. · 719-275-1056 Fax

WESTCLIFFE, CO [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 35110 PAT FISH

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
WHITE	08	DODGE RAM 3500		3D7MX39A98G		146954/146954		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
09AUG08 IS								
09AUG08 DL			17:00 12MAY15			0.00	CASH	12MAY15
R.O. OPENED		READY		OPTIONS: ENG:6.7_LITER_TURBO_DIESEL TRN:A				
13:46 12MAY15		14:51 12MAY15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES ETC LIGHT IS FLASHING AND CHECK ENFGINE LIGHT IS ON

05 DRIVEABILITY/FUEL

18120 CP

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

146954 PERFORM COMPUTER SCAN, SCAN REVEALED CODE P0646 AC CIRCUIT
LOW, STORED, P2121 ACCEL PED POS SEN STORED, P2269 BRK PED POS SEN
STORED, P05841 SPEED CONT CIRC STORED. REPAIR CONNECTOR AND CLEAN
CONNECTORS TO PCM

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages. NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED.

REPAIR ORDER NOTICE: Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

Supplies - A token charge equivalent to 15% of the labor charge is included for supplies used. Applicable supply items are: Nuts, bolts, washers, tape, pins, rags, cleaners, towels, hazardous waste charges, etc.

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

CUSTOMER SIGNATURE

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

CUSTOMER #:

INVOICE

CITY

Auto Plaza

3151 E. Highway 50
Canon City, Colorado 81212
719-275-2329 Bus. · 719-275-1056 Fax

WESTCLIFFE, CO

PAGE 1

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 16557 BRANDON BOHNA

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	08	DODGE RAM 3500		3D7MX39A98G		149401/149401	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG08 IS							
09AUG08 DL			17:00 08JUL15		0.00	CASH	09JUL15
R.O. OPENED		READY	OPTIONS: ENG:6.7 LITER TURBO DIESEL TRN:A				

08:35 08JUL15 15:58 09JUL15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S THE WARNING LIGHT KEEPS COMING ON FOR THE ETC AND GOES INTO LIMP

IN WHEN THIS HAPPENS, S/O PARTS ARE HERE

CAUSE: UPON INSPECTION IT WAS DISCOVERED THAT THE PCM WAS EMITTING

DTC'S FOR THE ETS SYSTEM AS BEFORE, CONTACTED TECHNICAL

ASSISTANCE AND THEY REQUESTED WE GO FURTHER THEN JUST

HARDWIRING THE CONNECTOR AND HARD WIRING THE ENTIRE CIRCUIT

45PNZ9 WARNING LITE ON

18120	CP		456.00	456.00
1 737300	LOOM-SPLIT	10.29	10.29	10.29
1 732310	PRIMARY WIRE	48.00	48.00	48.00
1 68032645AA	WIRING-WIRING REPAIR	70.60	70.60	70.60

PARTS: 128.89 LABOR: 456.00 OTHER: 0.00 TOTAL LINE A: 584.89

149401 COMPLETELY HARD WIRED THE ENTIRE APPS CIRCUIT AND CLEARED

ALL STORED CODES, TEST DROVE AND ALL CHECKS OUT OK. PER BB

B C/S HE WOULD LIKE THE VALVES ADJUSTED

CAUSE: PERFORM A COMPLETE TOP END VALVE ADJUSTMENT

01PNZ GENERAL MAINTENANCE

18120	CP		171.00	171.00
-------	----	--	--------	--------

PARTS: 0.00 LABOR: 171.00 OTHER: 0.00 TOTAL LINE B: 171.00

149401 ADJUSTED THE EXHAUST AND INTAKE VALVE LASHES TO ALLOWABLE

TOLERANCES, AND TEST DROVE. ALL CHECKS OUT OK. PER BB

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

25.00

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages. NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED.

REPAIR ORDER NOTICE: Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

Supplies: A token charge equivalent to 15% of the labor charge is included for supplies used. Applicable supply items are: Nuts, bolts, washers, tape, pins, rags, cleaners, towels, hazardous waste charges, etc.

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	627.00
PARTS AMOUNT	128.89
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
TOTAL CHARGES	780.89
LESS INSURANCE	0.00
SALES TAX	11.39
PLEASE PAY THIS AMOUNT	792.28

CUSTOMER #:

INVOICE

CITY

Auto Plaza

3151 E. Highway 50
Canon City, Colorado 81212
719-275-2329 Bus. · 719-275-1056 Fax

WESTCLIFFE, CO

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 16557 BRANDON BOHNA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	08	DODGE RAM 3500	3D7MX39A98G		149752/149752		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09AUG08 IS							
09AUG08 DD			17:00 22JUL15		0.00	CASH	21JUL15
R.O. OPENED		READY	OPTIONS: ENG:6.7_LITER_TURBO_DIESEL TRN:A				
09:55 16JUL15		17:56 21JUL15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	THE MIL IS LUMINATED AND THE ELECTRONIC THROTTLE LIGHT COMES ON					
		AND LOSES POWER SUBSTANTIALLY					
CAUSE: UNABLE TO DUPLICATE THE CUSTOMER'S CONCERN, SCANNED FOR CODES							
AND FOUND DTC P2121 FOR APPS SENSOR 1 PERFORMANCE, AND P0646							
FOR AC CONTROL CIRCUIT LOW,							
45PNZ CHARGE AND CHECK BATTERY BATTERY GOES DEAD							
STARTER INOPERATIVE STARTER NOISY ALTERNATOR							
NOISY BLOWS FUSES 2							
		18120 CP			0.00		0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:
		149752	SWAPPED ACCELERATOR PEDALS AND TEST DROVE NUMEROUS TIMES AND				0.00
			NEVER COULD DUPLICATE ANY KIND OF AN ABNORMALITY. TEST DROVE AND AT				
			THIS TIME ALL CHECKS OUT OK. PER BB				

B** C/S HE WOULD LIKE THE FORNT END CHECKED OUT							
CAUSE: UPON INSPECTION IT WAS DISCOVERED THAT THE LEFT FORNT AXLE SHAFT							
WAS FAILING AND THE RIGHT FRONT TURN UNIVERSAL JOINT WAS							
FAILING.							
25PNZ NOISE IN REAR HOUSING NOISE IN UNIVERSAL							
JOINT DRIVE SHAFT DROPPED DRIVE SHAFT REPAIR							
REPAIR DRIVE LINE REPAIR AXIL							
		18120 CP			627.00		627.00
		1 5086665AE JOINT KIT		135.14	135.14		135.14
		1 5086667AB SHAFT-AXLE		481.00	481.00		481.00
PARTS:		616.14	LABOR:	627.00	OTHER:	0.00	TOTAL LINE B:
		149752	REPLACED THE LEFT AXLE SHAFT ASSEMBLY AND THE RIGHT TURN				1243.14
			UNIVERSAL JOINT, DID NOT REPLACE THE SHIFT SHAFT SEAL AS ONLY THE DUST				
			RING IS SLIGHTLY ROTTED, DOES NOT NEED REPLACED. PER BB				

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER							50.00

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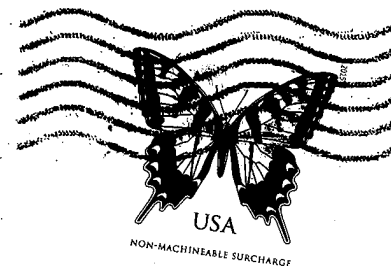
DESCRIPTION	TOTALS
LABOR AMOUNT	627.00
PARTS AMOUNT	616.14
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	50.00
TOTAL CHARGES	1293.14
LESS INSURANCE	0.00
SALES TAX	49.29
PLEASE PAY THIS AMOUNT	1342.43

CUSTOMER SIGNATURE

Westcliffe, CO

DENVER CO 802

12 AUG 2015 PM 7 L



AUG 31 2015

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation NVS-210
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

