

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) U.S. Department of Transportation National Highway Traffic Safety Administration		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	
OWNER INFORMATION (Type or Print)		Date Received 04-MAY-2017 JUN 21 2017	Repository <input type="checkbox"/> Reference No. 10983448		
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address N/A		
Address [REDACTED]		Evening Telephone Number SAME			
City ORANGE	State VA	Zip Code [REDACTED]			
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 3D4PG1FG9BT [REDACTED]		Make DODGE	Model JOURNEY	Model Year 2011	
Date Purchased DEC 2011	Dealer's Name and Telephone Number SAFFORD DODGE		Engine: No: Cylinders 6?	Fuel Type: GAS	
Original Owner <input type="checkbox"/>	Dealer's City FREDERICKBURG	State VA	Zip Code		
Transmission Type AUTO.	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain ?	Multiple Failure: ?	Incident Date(s) 02-MAY-2017	
<input checked="" type="checkbox"/> Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM			Failure Mileage 64600	Failure Speed 30	
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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <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 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 2011 DODGE JOURNEY. WHILE DRIVING 30 MPH, THE VEHICLE BEGAN TO LOSE POWER AND VARIOUS INDICATORS ILLUMINATED. THE VEHICLE WAS DRIVEN TO AN INDEPENDENT MECHANIC WHO CHARGED THE BATTERY AND THE VEHICLE RESUMED NORMAL OPERATION. THE MANUFACTURER WAS CALLED AND ADVISED THE CONTACT TO TAKE THE VEHICLE TO BE DIAGNOSED, BUT THE CONTACT DECLINED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 64,600. AND AT SAFFORD DODGE SEE ATTACHED					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ACCORDING TO THE COMPUTER THE DODGE CHARGERS AND PICKUPS HAVE HAD RECALLS ON THEIR ALTIMATORS AND THEY HAVE THE SAME ALTIMATORS MADE BY THE SAME MANUFACTURER. I WOULD LIKE TO KNOW WHY THEY HAVE NOT RECALLED THE ONE'S ON THE JOURNEY?

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

RICHMOND VA 230 06 JUN '17 PM 1 L



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



**888-327-4236
Vehicle Safety Hotline**

or call:

www.safercar.gov

or visit:

Use the enclosed form to file a report.

If so:



Think your vehicle has a safety defect?



Safford AUTOMOTIVE

www.saffordoffredericksburg.com



5202 Jefferson Davis Hwy., Fredericksburg, VA 22408

Phone (540) 898-7200 Toll Free 1-800-665-8425

Service Hours: 7:30 a.m. to 3:00 a.m. Mon.-Fri.
7:30 a.m. to 5:00 p.m. Saturday

CUSTOMER NO. [REDACTED]	ADVISOR GTILBERT BROWN	TAG NO. 90056	INVOICE DATE 05/08/17	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 64,641	COLOR GOLD/
ORANGE, VA [REDACTED]	YEAR / MAKE / MODEL 11/DODGE/JOURNEY/4DR FWD SXT	VEHICLE I.D. NO. 3D4PG1EG9BT [REDACTED]	DELIVERY DATE 12/28/11	DELIVERY MILES 9,468
[REDACTED]	F.T.E. NO.	P. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	R. D. DATE 05/08/17	

MO: 64641

TOTALS-----

[] CASH [] CHECK CK NO. [] *
[] VISA [] MASTERCARD [] DISCOVER *
[] OTHER [] CHARGE *

TOTAL LABOR.... 399.88
TOTAL PARTS.... 532.99
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 46.91
TOTAL MISC DISC 0.00
TOTAL TAX..... 30.64

TOTAL INVOICE \$ 1010.42

THANK YOU FOR YOUR BUSINESS!!
YOU MAY BE RECEIVING A SURVEY ABOUT YOUR MOST RECENT SERVICE VISIT. IF FOR ANY REASON YOU CANNOT ANSWER COMPLETELY SATISFIED PLEASE CONTACT BRETT BARKER FOR CHRYSLER/JEEP DODGE/FIAT AT 1-800-590-2013.

CUSTOMER SIGNATURE _____

LIMITED WARRANTY
Parts & Labor warranted for 24 months/unlimited miles whichever occurs first, under normal driving conditions. See dealer for complete details and exclusions.
This copy must be returned for adjustments.

PAID
MAY 09 2017
BY: VS



CUSTOMER NO	ADVISOR GILBERT BROWN	TAG NO 90056	INVOICE DATE 05/08/17	CELL: [REDACTED]
[REDACTED]	LICENSE NO	MILEAGE 64,641	COLOR GOLD/	[REDACTED]
ORANGE, VA	YEAR / MAKE / MODEL 11/DODGE/JOURNEY/4DR FWD SXT	VEHICLE I.D. NO. 3D4PG1EG9BT	DELIVERY DATE 12/28/11	DELIVERY MILES 9,468
[REDACTED]	F.T.E. NO.	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 05/08/17	[REDACTED]

LABOR & PARTS
1 08DTZ002 BODY ELECT DIAG TECH(S): 75024 399.88
CUSTOMER STATES THAT WHILE DRIVING AROUND 30 MPH VEHICLE SHUT DOWN AND LOST POWER AND ALL THE DASH LIGHTS CAME ON VEHICLE STARTED BACK UP DROVE ABOUT 3 MILES HOME. CHARGED THE BATTERY AND STARTED IT AND TRAILERED THE VEHICLE HERE UPON INSPECTION CHECKED VEHICLE WITH GR8 TO FIND ALTERNATOR NOT CHARGING BATTERY AND RUNNING NOT AMPS. REMOVED AND REPLACED ALTERNATOR REC TO REPLACE BATTERY BUT CUSTOMER WILL REPLACE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	68272108-AC	GENERATOR EN 080280	572.99	572.99
JOB # 1	-1	68272108-AC	CORE RETURN	-40.00	-40.00
				JOB # 1 TOTAL PARTS	532.99
				JOB # 1 TOTAL LABOR & PARTS	932.87
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	CRFEE	DOC RETENTION FEE			1.91
JOB # A	CDSS	DODGE SHOP SUPPLIES			45.00
				TOTAL - MISC	46.91

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$1200.00 (+TAX)
COMMENTS
DROPPED
DELETED OPERATION(S)
08DTZ001 ENGINE ELECT DIAG
RECOMMENDATIONS
REC 64K SERVICE GIL BROWN

LIMITED WARRANTY
Parts & Labor warranted for 24 months/unlimited miles whichever occurs first, under normal driving conditions.
See dealer for complete details and exclusions.
This copy must be returned for adjustments.

SAFFORD DODGE
SPG REPAIR ESTIMATE

ESTIMATE # [REDACTED]

ESTIMATE DATE: 05/08/2017

VEHICLE: Journey

VIN: 3D4PG1FG9BT [REDACTED]

ADVISOR # 90056 GILBERT V BROWN

CUSTOMER # [REDACTED]

ADDRESS: [REDACTED]

(H) [REDACTED]
(B) [REDACTED]

(EXT)

ORANGE, VA [REDACTED]

CUSTOMER QUOTE

OPERATION: 08050104 Alternator, r&r NEW 3.6L 11/16

LABOR \$:	254.88
PARTS \$:	532.99
GOG \$:	0.00
MISC. \$:	45.00
TAX \$:	30.64

SUBTOTAL \$:	863.51

TOTAL LABOR \$:	254.88
TOTAL PARTS \$:	532.99
TOTAL GOG \$:	0.00
TOTAL MISC. \$:	45.00
TOTAL TAX \$:	30.64

ESTIMATE TOTAL \$:	863.51

CUSTOMER SIGNATURE _____

THANK YOU FOR ALLOWING SAFFORD CHRYSLER JEEP DODGE
TO PREPARE YOUR ESTIMATE.

*****THIS IS A PRELIMINARY ESTIMATE*****
THIS ESTIMATE IS BASED ON OUR INSPECTION OR BY YOUR REQUEST. IT DOES NOT
COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE
COMPONENTS HAVE BEEN DISASSEMBLED. OCCASIONALLY AFTER WORK HAS BEGUN, WORN
OR DAMAGED PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST
INSPECTION. BECAUSE OF THIS, ADDITIONAL PARTS OR LABOR MAY BE NECESSARY AT
AN ADDITIONAL CHARGE. ESTIMATES ARE VALID FOR 30 DAYS AFTER CREATION.

PLEASE CONTACT OUR SERVICE DEPARTMENT AT (540) 898-7200
TO SCHEDULE YOUR NEXT SERVICE OR REPAIR.

SAFFORD DODGE
SPG REPAIR ESTIMATE

ESTIMATE DATE: 05/08/2017

ESTIMATE # [REDACTED]

ESTIMATE COMMENTS:

VEHICLE: Journey

VIN: 3D4PG1FG9BT [REDACTED]

ADVISOR # 90056 GILBERT V BROWN

CUSTOMER # [REDACTED]

ADDRESS: [REDACTED]

(H) [REDACTED]

(B) [REDACTED]

(EXT)

ORANGE, VA [REDACTED]

CUSTOMER QUOTE

OPERATION: 08050104 Alternator, r&r NEW 3.6L 11/16

LABOR HOURS: 1.80

QTY	PART NUMBER	PART DESCRIPTION	PART PRICE	EXT PRICE
1	CH68272108-AC	GENERATOR ENGINE	532.99	532.99

MISC CODE	MISC DESCRIPTION	QUOTE MIN	QUOTE MAX	PRICE
CDSS	DODGE SHOP SUPPLIES		45.00	45.00

LABOR \$:	254.88
PARTS \$:	532.99
GOG \$:	0.00
MISC. \$:	45.00
TAX \$:	30.64

SUBTOTAL \$: 863.51

TOTAL LABOR \$: 254.88
TOTAL PARTS \$: 532.99
TOTAL GOG \$: 0.00
TOTAL MISC. \$: 45.00
TOTAL TAX \$: 30.64

ESTIMATE TOTAL \$: 863.51

CUSTOMER SIGNATURE _____