


INFORMATION Redacted PURSUANT TO THE FREEDOM OF 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	
Date Received AUG 24 ANS3		Repository <input type="checkbox"/>			
Reference No. 10993706		E-mail Address			
Daytime Telephone Number [REDACTED]		Evening Telephone Number [REDACTED]			
OWNER INFORMATION (Type or Print)					
Name [REDACTED]					
Address [REDACTED]					
City TOWNER		State ND	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 3D4PH1FG3B1 [REDACTED]		Make DODGE	Model JOURNEY	Model Year 2011	
Date Purchased June, 2017	Dealer's Name and Telephone Number Minot Automotive Center 701-852-0151		Engine: 6 No: Cylinders	Fuel Type: Gas	
Original Owner <input type="checkbox"/>	Dealer's City Minot	State ND	Zip Code 58701	Incident Date(s) 13-JAN-2017	
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure: Yes - 2	Incident Date(s) 13-JAN-2017	
<input checked="" type="checkbox"/> Cruise Control	FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 010000 STEERING			Failure Mileage 103000	Failure Speed 30 mph + 70	
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; ie, parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2011 DODGE JOURNEY. WHILE DRIVING 70 MPH, THE STEERING WHEEL FAILED TO TURN LEFT OR RIGHT WITHOUT WARNING. THE CONTACT PULLED OVER TO THE SIDE OF THE ROAD. THE VEHICLE WAS TOWED TO THE DEALER (HARRY'S TIRE SERVICE; 1604 20TH AVE SE, MINOT, ND 58701; (701) 838-1823) WHERE IT WAS DIAGNOSED THAT THE POWER STEERING RETURN HOSES AND THE STEERING OIL COOLER NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE CONTACT ALSO STATED THAT THE SAME FAILURE RECURRED AFTER A YEAR. WHILE DRIVING 30 MPH, THE STEERING WHEEL FAILED TO TURN LEFT OR RIGHT WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER (MINOT AUTOMOTIVE CENTER; 3615 S BROADWAY ST, MINOT, ND 58701; (701) 852-0151) WHERE IT WAS DETERMINED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V273000 (STEERING); THEREFORE, THE CONTACT WOULD HAD TO PAY FOR THE REPAIR. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS 103,000.					
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.					



FIAT CHRYSLER AUTOMOBILES



May 2016

Dealer Service Instructions for:

Safety Recall S08

S08/NHTSA 16V-273

Power Steering Return Hose and Fluid Cooler

Models

2009-2010 (JC) Dodge Journey

NOTE: This campaign applies only to the above vehicles equipped with a 2.4L engine (sales code ED3 or EDG), a 2.7L engine (sales code EER) or a 3.5L engine (sales code EGF) and an engine block heater (sales code NHK).

2011-2016 (JC) Dodge Journey

NOTE: This campaign applies only to the above vehicles equipped with a 2.4L engine (sales code ED3) or a 3.6L engine (sales code ERB) and an engine block heater (sales code NHK) built through October 07, 2015 (MDH 100707).

IMPORTANT: Some of the involved vehicles may be in dealer vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The power steering return hoses on about 186 768 of the above vehicles may rupture on a cold engine start up after the vehicle is exposed to extreme cold ambient temperatures for an extended period of time. A loss of power steering assist increases the steering effort required to steer the vehicle. The increased steering effort could cause a crash without warning.

MINOT AUTOMOTIVE CENTER

CUSTOMER #: [REDACTED]

INVOICE

Jeep 

3615 SOUTH BROADWAY - P.O. BOX 1607
MINOT, ND 58702-1607
(701) 852-0151

E-mail: macservice@minotautomotive.com

TOWNER, ND [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 673 LINDSAY LEMAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GOLD	11	DODGE JOURNEY	3D4PH1FG3BT [REDACTED]	[REDACTED]	112125/112128	T074	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08JUN12 DL			16:00 10JUN17		0.00	CASH	10JUN17
R.O. OPENED	READY	OPTIONS:		SOLD-STK	DLR:	1) CERTIFIED	
09JUN17	10JUN17			[REDACTED]	[REDACTED]		

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

B COURTESY VISUAL INSPECTION AND WALK AROUND

90-COURTESY VISUAL INSPECTION AND WALK AROUND

1630 INT

(N/C)

C CHECK CAUSE CUSTOMER STATES VEHICLE LEAKING POWER STEERING

FLUID-LOOKS TO BE FROM PRESSURE LINE. INSTALL SOP. *CUSTOMER HAS BOTTLE OF POWER STEERING IN BACKSEAT THAT WE CAN USE AS WELL.

1900 STEERING

1630 CP

126.50 126.50

1 68068740AL HOSE-POWER STEERING PRESSURE

67.20

67.20

67.20

112125 replaced ps pressure line, bled system test drove,

D REPLACE REAR WIPER BLADE-CUSTOMER HAS BLADE IN BACKSEAT

5 REPLACE REAR WIPER BLADE

1630 CP

0.00

0.00

112125 replaced wiper blade

EST: 0.00

09JUN17 14:08 SA: 673

SHOP MATERIALS

16.15

CREATED 2017 06 07 02:04:00PM

TAKEN BY LINDSAY LEMAY

YOU CAN NOW DIAL DIRECT TO THESE DEPARTMENTS

SERVICE DEPT 701-857-9230

BODY SHOP 701-857-9240

PARTS DEPT 701-857-9250

MAIN OFFICE 701-852-0151

WE APPRECIATE YOUR BUSINESS THANK YOU!!!



It is our goal to exceed all customer expectations. If our service was satisfactory, tell your friends. If not, please tell us. Thank You!

Website: www.minotautomotive.com

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED
U-USED R-REBUILT
Y-RECYCLED C-RECONDITIONED

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	126.50
PARTS AMOUNT	67.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.15
TOTAL CHARGES	209.85
LESS ADJUSTMENT	0.00
SALES TAX	5.04
PLEASE PAY THIS AMOUNT	214.89

CUSTOMER COPY

HARRYS TIRE SERVICE

1604 20TH AVE SE

MINOT, ND 58701

701-838-1823

Invoice # [REDACTED] Dealer ID# 000182259

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Starting 01/06/2017 Ending 01/13/2017

Emp: 1-5 WJ / 1-5 WJ

In Jan 06, 2017 4:19PM

Out Jan 13, 2017 1:46PM

* DUPLICATE INVOICE *

Sold To:

Ship To:

Unit#:

Vehicle: 11 DODGE JOURNEY MAINSTREET 3.6L V

TOWNER ND [REDACTED]

License: [REDACTED]

Mileage: In: 0 Out: 103,733

Cell Phone: [REDACTED]

Cell Phone: [REDACTED]

Vin#: 3D4PH1FG3BT [REDACTED]

PO#:

BAR ID:

EPA ID:

Salesman	Mechanic	Part #	QTY	Description	Parts	Labor	FET	Total
5	65	LB10405	1.00	TUNE P/S ADDITIVE	17.95	0.00	0.00	17.95
5	65	LB10405	1.00	TUNE P/S RETURN LINE (FLEX HOSE PART ON	30.00	0.00	0.00	30.00
5	65	.590	1.00	SHOP LABOR INSTALL P/S RETURN LINE	0.00	95.00	0.00	95.00
5	65	LB10405	2.00	TUNE P/S FLUID	8.50	0.00	0.00	17.00

INSTALL P/S ADDITIVE FOR NOISE

Card Type: VISA

CC#: ***** [REDACTED]

Auth. # SALE:00488

Amount:

\$173.04

Signature: _____

Buyer agrees to pay total amount above, according to cardholder's agreement with issuer.

***** ALL WHEELS. must be retorqued within 50 miles

1. DOT# _____ 2. DOT# _____
3. DOT# _____ 4. DOT# _____

Cash: _____ Check: 0.00 Credit: 173.04 Charge: _____

Change: _____

Signature: _____

Parts: 64.95
Labor: 95.00
Shop Supp: 7.65
Subtotal: 167.60
Sales Tax: 5.44
Total: \$173.04

[Redacted]
[Redacted]
Towner, ND [Redacted]

BISMARCK ND 585
10 AUG 2017 PM 1 L



US Dept. of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation, NEF-100
1200 New Jersey Ave. SE.
Washington DC 20077-9382
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