



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 05-DEC-2017 <b>MAR 15 2018</b>	Repository <input type="checkbox"/>
	Reference No. 11052496
Daytime Telephone Number [REDACTED]	E-mail Address
Evening Telephone Number	

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City FACTORYVILLE State PA 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 3D7LT2EL2AG [REDACTED]	Make DODGE	Model RAM 3500 2500	Model Year 2010
Date Purchased	Dealer's Name and Telephone Number Scranton Dodge Truck Center 5703461723		Engine: No: Cylinders 6
Original Owner NO	Dealer's City 1146 Wyoming Ave.	State PA	Zip Code 18509
Transmission Type STANDARD	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain 4X4	Multiple Failure: Incident Date(s) 28-NOV-2017

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM  
LOST ALL CONTROL OF VEHICLE DUE TO IGNITION SWITCH SHUTTING OFF AT 55 MPH

Failure Mileage 130000	Failure Speed 55
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**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
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**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 2010 DODGE RAM 3500. WHILE DRIVING 55 MPH, THE ENGINE SHUT OFF AND ALL POWER WAS LOST WITHOUT WARNING. THE CONTACT BUMPED THE KEY AND THE VEHICLE RESTARTED. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE HOME WITHOUT FAILURE. THE VEHICLE WAS TOWED TO SCRANTON DODGE CHRYSLER JEEP RAM (1146 WYOMING AVE, SCRANTON, PA 18509 (570) 344-1261) WHERE IT WAS DIAGNOSED WITH AN IGNITION SWITCH FAILURE THAT NEEDED REPLACEMENT. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 130,000.  
The Dealer SAID I COULDN'T GET AN EXTRA KEY - They were all out due to two ignition switches being replaced the week before. The Dealer wrote the work order UP FOR INTERMITTENT STARTING?

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.

# Scranton Dodge Chrysler Jeep

1146 Wyoming Avenue · Scranton, PA 1850  
 Service 346-1723 · Parts 346-1721  
 Body Shop 344-4745

CUSTOMER #: [REDACTED]

\*INVOICE\*

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FACTORYVILLE, PA [REDACTED] CONT: [REDACTED]  
 HOME [REDACTED] CELL: [REDACTED]  
 BUS: [REDACTED] SERVICE ADVISOR: 38139 AMY LYNNE ROPETSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAC	
	10	DODGE RAM 100	3D7LT2EL2AG [REDACTED]		138764/138764	ANKC	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22NOV17 DD			09:15 28NOV17		96.00	CASH	05DEC17
R.O. OPENED		READY	OPTIONS:	DLR: [REDACTED]	ENG:6.7_Liter		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A General Concern #1 [Customer States VEH NOT STARTING INTERMITTENTLY.]  
 01 General Concern #1 [Customer States VEH NOT STARTING INTERMITTENTLY.]  
 39063 C *Problem lost All Control of Vehicle*  
 1 68210150AB MODULE-WIRELESS IGNITION NODE 375.00 375.00 375.00  
 1 68093106AC KEY-BLANK 44.52 44.52 44.52  
 PARTS: 419.52 LABOR: 192.00 OTHER: 0.00 TOTAL LINE A: 611.52  
 138764 C/S vehicle starting intermittently. Inspected and found faultily winn module. replace module

B General Concern #2 [Customer States LIGHTS WERE ON DASH TILL VEH GOT TOWED HERE.]  
 01 General Concern #2 [Customer States LIGHTS WERE ON DASH TILL VEH GOT TOWED HERE.]  
 99 C 0.00 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 138764 C/S lights on dash. Inspected and found CEL on. Inspected DTCs and found active code for exhaust pressure sensor performance. Inspected sensor to find a damaged sensor. Customer declined sensor replacement.

C General Concern #3 [Customer States IGNITION SWITCH IS LOOSE. GET PRICE TO REPLACE.]  
 01 General Concern #3 [Customer States IGNITION SWITCH IS LOOSE. GET PRICE TO REPLACE.]  
 99 C 0.00 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 138764 C/S replace ignition to due being loose. Inspected and confirmed the play in the key insertion. Complaint could be related to line A. Replaced and programmed WIN module.

D Recall / CSN 1 [N49: Safety Recall N49 - Left Outer Tie Rod Assembly\*\* undefined]  
 CAUSE: N49

CUSTOMER COPY	SERVICE HOURS	DESCRIPTION	TOTALS
<b>EXCLUSION OF WARRANTIES</b> Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. All parts new except as noted.  CUSTOMER AUTHORIZATION X	8:00 AM - 4:30 PM MONDAY - SATURDAY	LABOR AMOUNT	
	EARLY BIRD/NIGHT OWL DROP OFF AVAILABLE!	PARTS AMOUNT	
	LOCAL SHUTTLE SERVICE!	GAS, OIL, LUBE	
	LATE PICKUP AVAILABLE!	SUBLET AMOUNT	
	SERVICE: (570) 346-1723	MISC. CHARGES	
	PARTS: (570) 346-1721	TOTAL CHARGES	
	SALES: (570) 344-1261	LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

Thank You! Pd CK# [REDACTED]

CUSTOMER #: [REDACTED]

# Scranton Dodge Chrysler Jeep

1146 Wyoming Avenue · Scranton, PA 18509  
Service 346-1723 · Parts 346-1721  
Body Shop 344-4745

\*INVOICE\*

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FACTORYVILLE, PA [REDACTED]

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

SERVICE ADVISOR: 38139 AMY LYNNE ROPETSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	DODGE RAM 100	3D7LT2EL2A[REDACTED]		138764/138764	ANKOFF	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22NOV17 DL			09:15 28NOV17		96.00	CASH	05DEC17

R.O. OPENED: 08:33 28NOV17    READY: 14:49 05DEC17  
OPTIONS: DLR: [REDACTED]    ENG: 6.7\_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
STATES WIPERS DON'T SHUT OFF, TRAILER BRAKE IS FLASHING AND HAS RECALL. HE WILL BE HAVING VEH TOWED IN N49LEFT TIE RODCBUEN491AA, CBUEN492AA]								
23				Multi-point inspection (according to maintenance interval) [CUST STATES WIPERS DON'T SHUT OFF, TRAILER BRAKE IS FLASHING AND HAS RECALL. HE WILL BE HAVING VEH TOWED IN N49LEFT TIE RODCBUEN491AA, CBUEN492AA]				
				99 C		0.00	0.00	
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00
						TOTAL LINE F:	0.00	

*Due to ignition switch failure*

CHRYSLER



## CUSTOMER COPY

### EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort. All parts new except as noted.

CUSTOMER AUTHORIZATION X

**SERVICE HOURS**  
8:00 AM - 4:30 PM  
MONDAY - SATURDAY

EARLY BIRD/NIGHT OWL  
DROP OFF AVAILABLE!

LOCAL SHUTTLE SERVICE!

LATE PICKUP AVAILABLE!

SERVICE: (570) 346-1723  
PARTS: (570) 346-1721  
SALES: (570) 344-1261

DESCRIPTION	TOTALS
LABOR AMOUNT	192.00
PARTS AMOUNT	419.52
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	14.77
TOTAL CHARGES	626.29
LESS INSURANCE	0.00
SALES TAX	37.58
<b>PLEASE PAY THIS AMOUNT</b>	<b>663.87</b>

*Thank You!*