

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 27-DEC-2017 FEB 05 2018	Repository ☐ Reference No. 11056806

OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City TEMECULA	State CA	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 2C4RDGDG4CR [REDACTED]		Make DODGE	Model GRAND CARAVAN
Date Purchased	Dealer's Name and Telephone Number		Model Year 2012
Original Owner ☐	Dealer's City	State	Fuel Type:
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Engine: No: Cylinders 6	Incident Date(s) 18-DEC-2017

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 060000 ENGINE (PWS)		Failure Mileage 67000	Failure Speed

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 ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ 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 2012 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE CHECK ENGINE LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO DCH CHRYSLER DODGE JEEP RAM FIAT OF TEMECULA AT (951) 225-4541 LOCATED AT 26845 YNEZ RD, TEMECULA, CA 92591 WHERE IT WAS DIAGNOSED THAT THE PASSENGER SIDE CYLINDER HEAD OF THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE WHERE IT WAS CONFIRMED THAT NO WARRANTY WAS ON THE RIGHT SIDE CYLINDER HEAD BUT DID NOT OFFER ANY FURTHER ASSISTANCE. THE APPROXIMATE FAILURE MILEAGE WAS 67,000. THE VIN WAS UNAVAILABLE.

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.

The dealer told me that the left side cylinder head was covered by warranty, but the right side was not covered. I do not understand why one side would be covered and the other side not covered.

The dealer told me to call Chrysler - I did and they told me that your department determined what is covered. That is why I have contacted you.

To me, there seems to be no difference which side of the engine that the failure occurred.

CUSTOMER #:

INVOICE

DCH Chrysler/Dodge/Jeep/Ram/Fiat
of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5886

(951) 678-0010

Service Direct (951) 491-2150

TEMECULA, CA

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EPA # CAR 000148647

BAR # ARD00234774

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 181299 YAKOV OSTAPENKO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	DODGE GRAND CARAVAN	2C4RDGDG4C		67140/67157	T5315	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25APR16 DD			18:30 18DEC17		130.00	CASH	26DEC17
R.O. OPENED		READY	OPTIONS: DLR: ENG:3.6 Liter				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A General Concern #1 [Customer States the vehicle is miss firing and idling off check and advise]

CAUSE: verified engine misfiring and check engine light on. scanned and found active code p0305 cylinder #5 misfire. swapped spark plug, coil and injector from cylinder #5 TO #1, MISFIRE STAYED IN CYLINDER #5. PERFORMED COMPRESSION TEST, ALL CYLINDERS 150 PSI EXCEPT #5 100 PSI. PERFORMED CYLINDER LEAK DOWN TEST, ALL CYLINDERS 10% leakage except #5 60%. determined cylinder #5 valves are worn. recommend replace right cylinder head, and necessary gaskets.

99 General Concern #1 [Customer States the vehicle is miss firing and idling off check and advise]

101996 CP		2340.00	2340.00
1 68141352AD HEAD&VALV-CYLINDER	323.00	323.00	323.00
CORE CHARGE C		150.00	150.00
1 5184456AH GASKET-CYLINDER HEAD	58.50	58.50	58.50
1 5184595AE GASKET-CYLINDER HEAD COVER	3.63	3.63	3.63
1 5184596AE GASKET-CYLINDER HEAD COVER	3.63	3.63	3.63
1 68048953AC COOLANT*MOPAR*RED5YR	27.30	27.30	27.30
1 68087340AA GASKET-WATER PUMP	26.65	26.65	26.65
1 68093232AA GASKET-EXHAUST FLANGE TO CYLINDER	19.81	19.81	19.81
6 5184562AC GASKET-INTAKE PLENUM	1.13	1.13	6.78
6 5184331AC GASKET-INTAKE MANIFOLD	1.21	1.21	7.26
1 68082860AB *ADHESIVE-RTVGRAY	13.70	13.70	13.70
2 68065197AC *CLEANER-BRAKE-AEROSOL	6.60	6.60	13.20
1 68078604AA GASKET-CHAIN CASE COVER	7.00	7.00	7.00
1 68082860AB *ADHESIVE-RTVGRAY	13.70	13.70	13.70
1 5184380AF CAMSHAFT-INTAKE	40.19	40.19	40.19
1 5184296AH ARM-VALVE	6.70	6.70	6.70
1 5184332AA TAPPET-VALVE LASH	3.11	3.11	3.11
-1 68141352AD CORE RETURN	150.00	150.00	-150.00

PARTS: 574.16 LABOR: 2340.00 OTHER: 0.00 TOTAL LINE A: 2914.16

67157 verified engine misfiring and check engine light on. scanned

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)		LABOR AMOUNT	
Revised Estimate \$				☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)		PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS DISCOUNT	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

INVOICE

**DCH Chrysler/Dodge/Jeep/Ram/Fiat
of Temecula**26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 676-0010
Service Direct (951) 491-2150

TEMECULA, CA [REDACTED]

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

EPA # CAR 000146647 BAR # ARD00234774

SERVICE ADVISOR: 181299 YAKOV OSTAPENKO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	DODGE GRAND CARAVAN	2C4RDGDG4CR [REDACTED]		67140/67157	T5315	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25APR16 DD			18:30 18DEC17		130.00	CASH	26DEC17
R.O. OPENED		READY		OPTIONS: DLR: [REDACTED] ENG:3.6 Liter			

10:50 18DEC17 15:27 26DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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and found active code p0305 cylinder #5 misfire. swapped spark plug, coil and injector from cylinder #5 TO #1, MISFIRE STAYED IN CYLINDER #5. PERFORMED COMPRESSION TEST, ALL CYLINDERS 150 PSI EXCEPT #5 100 PSI. PERFORMED CYLINDER LEAK DOWN TEST, ALL CYLINDERS 10% leakage except #5 60%. determined cylinder #5 valves are worn. recommend replace right cylinder head, and necessary gaskets. 17.00 upon disassembly of engine found pitting to one of six intake camshaft lobes and corresponding rocker arm. need parts only no extra labor. REPLACED RIGHT CYLINDER HEAD, INTAKE CAMSHAFT, 1 LIFTER AND 1 ROCKER ARM, HEAD AND EXHAUST GASKETS, PLENUM SEALS, OIL AND OIL FILTER, REPLACED COOLANT. ERASED CODE AND ROAD TESTED 17 MILES, VERIFIED REPAIR

B Multi-point inspection (according to maintenance interval)

MPI Multi-point inspection (according to maintenance interval)

101996 IPS

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C) 0.00
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67157 DONE

C Check Tire Pressure

TP Check Tire Pressure

101996 IPS

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	(N/C) 0.00
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67157 DONE

D Rental Vehicle

RENTAL Rental Vehicle

101996 W

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	(N/C) 0.00
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200OFF DCH Loyalty discount

CP

-150.00 -150.00

150OFF 15% DCH LYALTY DISCOUNT

CP

-150.00 -150.00

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS	
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT		
				☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)		PARTS AMOUNT		
Revised Estimate \$	\$					GAS, OIL, LUBE		
						SUBLET AMOUNT		
						WASTE DISPOSAL COSTS *		
						TOTAL CHARGES		
						LESS DISCOUNT		
						SALES TAX		
						PLEASE PAY THIS AMOUNT		

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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