



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-JAN-2018

Repository ☐

Reference No.
11060705

OWNER INFORMATION (Type or Print)

Name

Address

City

VIENNA

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

ZACCJBDT0FP

Make

JEEP

Model

RENEGADE

Model Year

2015

Date Purchased

May 2016

Dealer's Name and Telephone Number

Furnish Jeep

Engine:

No: Cylinders

4

Fuel Type:

gas

Original Owner

☒

Dealer's City

Fairfax

State

VA

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

20-Dec
-22-NOV-2017
2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 980000 UNKNOWN OR OTHER

Failure Mileage

18000
19,748

Failure Speed

55
at all speeds

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

0

Number of Deaths

0

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 2015 JEEP RENEGADE. WHILE DRIVING 55 MPH, THE OUTSIDE TEMPERATURE GAUGE DISPLAYED 34 DEGREES ON THE INSTRUMENT PANEL. THE CONTACT STATED THAT THE ACTUAL TEMPERATURE WAS 21 DEGREES ON THE PHONE APP. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO KOONS TYSONS CHRYSLER DODGE JEEP RAM (2050 CHAIN BRIDGE RD, VIENNA, VA 22182, (703) 790-0900) FOR REPAIRS. THE CONTACT NOTIFIED THE MANUFACTURER FOR ASSISTANCE AND WAS INFORMED THAT JEEP WAS OPERATING WITHIN THE DESIGN PARAMETERS. THE VIN WAS INVALID. THE FAILURE MILEAGE WAS 18,000.

Weather
channel App

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.

KOONS CHEVROLET-BUICK-GMC TYSONS CORNER 2000 Chain Bridge Rd, Vienna, VA 22182 Service Department (703) 448-7221 Sales and General Office (703) 790-9800 Body Shop (703) 448-7211 Parts (703) 448-7100		 KOONS CHRYSLER-DODGE-JEEP-RAM TYSONS CORNER 2050 Chain Bridge Rd, Vienna, VA 22182 Service Department (703) 448-7226 Sales and General Office (703) 790-0900 Body Shop (703) 448-7211 Parts (703) 245-2800				
Adv: WBL KILBIN N GARCIA		Tag 2082	License XX	ZACCJBDTO FP	Page 1	Invoice
Invoice to				Driver/Owner Information		
VIENNA, VA				VIENNA, VA		
Cell: () 0 Work: ()				Cell: () Work: ()		
For office use				Vehicle Information		
Odometer in: 19748 Out:		Dist: CMC WAR W Prelim		15 JEEP RENEGADE LTD 4X4 4DR SUV SILVER		
Begin: 12/20/17 Done: 12/26/17		Invoiced: 12/26/17 11:20 KG		Inservice: 05/23/16		Production: 03/31/15
Customer Concern						
Concern 01	CUSTOMER STATES BACK UP CAMERA PART CAME IN			Operation	Tech Units	Amount
Cause	TRACED TO BACK UP CAMERA NOT WORKING			51	W4E 0.3	38.97
Correction	REPLACED BACK UP CAMERA					
Parts	Part Number	PO#	Note	Qty	List	Sell
	SPO 68322023AA		DESCRIPTION	1	199.17	199.17
	Parts: Count 1.00	Allowance:	81.17			
	Tech W4E HULIGANGA, MICH SS# 4634					
		MILES OUT : 019748				
	PP- 68322023AA		FAIL CODE : XX			
Type: W				Subtotal		
				PARTS		199.17
				MECHANICAL LABOR		38.97
				TOTAL CHARGE FOR CONCERN		238.14
Concern 02	CUSTOMER STATES TEMP GAUGE IS OFF, SHE SAID IT WOULD BE			Operation	Tech Units	Amount
Cause	34DEGREES OUTSIDE AND IT SAYS ITS 43 INSIDE			ACDIAG	W4E 0.0	0.00
Correction	COMMUNICATED WITH START CASE					
	COMPARED VEHICLE WITH ANOTHER AND TESTED , CHECKED IN THE					
	MORNING , BOTH VEHICLE REGISTERED AT 26 DEGREES ,					
	Tech W4E HULIGANGA, MICH SS# 4634					
	MILES OUT : 019748					
	FAIL CODE : XX					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Concern 24	CUSTOMER STATES RENTAL			Operation	Tech Units	Amount
Cause	RENTAL			RENTAL	W4E 0.0	0.00
Correction	CUST IS IN A RENTAL					
HOURS OF OPERATION: Service: Monday thru Friday 7am - 7pm • Saturday 8am - 4pm Body Shop Hours: Monday thru Friday 7:30am - 6pm Parts Department Hours: Monday thru Friday 7:30 am - 5:30pm • Saturday 8am - 4pm				X		



On December 20, 2017, I took my Jeep Renegade to the dealership with the complaint that the outside temperature gauge was faulty. As you can see from the photos above, the dashboard showed the gauge was reading 34 degrees Fahrenheit when it was really only 21 degrees Fahrenheit. I can provide you more instances of when the outside temperature gauge was reading over 15 degrees Fahrenheit warmer than reality (2 vs 17 degrees) upon your request.

I was relying on this gauge to tell me when I was in danger of driving on potentially icy roads. But as you can see when the gauge often reads 15 degrees warmer than actual temperature this can be a potentially unsafe situation. I pointed this situation out to Koons Jeep and Jeep (a national call center in FL logged my call).

Koons only response was to state that my outside temperature gauge was reading the same as other Jeep Renegades. If you go on the web and search "faulty outside temperature gauge," you will find that other owners have experienced the same problem.

This is a safety issue since drivers rely on this gauge to tell them the actual weather and know when to get off the roads because of potentially icy conditions.

NOTE: I did provide you the correct VIN, however, when I purchased the vehicle there was a note inside the glove box explaining that the VIN is short a character. So please understand that is why I didn't file this document electronically (because your system thinks the VIN is invalid, but it's not).