
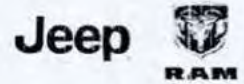


| | | | |
|--|---|--|--|
|  DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline | | FOR AGENCY USE ONLY 100148 | |
| | | Date Received 26-JUL-2018 SEP 21 2018 | Repository <input type="checkbox"/> Reference No. 11113826 |
| OWNER INFORMATION (Type or Print) | | | |
| Name [REDACTED] | | Daytime Telephone Number [REDACTED] | |
| Address [REDACTED] | | E-mail Address [REDACTED] | |
| City TAFT | State TN | 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 2ACCJBCT5FP [REDACTED] | | Make JEEP | Model Year 2015 |
| Date Purchased 8-24-15 | | Dealer's Name and Telephone Number Landers McClarty 256 830-6450 | Engine: No. Cylinders |
| Original Owner <input checked="" type="checkbox"/> | Dealer's City Huntsville | State AL | Fuel Type: Gasoline |
| Transmission Type 9-Speed Automatic | <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain | Incident Date(s) 20-JUL-2018 |
| | | Multiple Failure: Automatic locks wheel stud wrench | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM | | Failure Mileage 58,785 | Failure Speed 45 MPH |
| 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 | | | |
| <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i> | | | |
| 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 2015 JEEP RENEGADE. THE CONTACT STATED THAT THE RADIATOR COOLING FAN FRACTURED INTERNALLY WHILE THE VEHICLE WAS IN MOTION. THE VEHICLE OVERHEATED WHEN THE FAILURE OCCURRED, THE TEMPERATURE GAUGE WARNING INDICATOR ILLUMINATED, AND THE VEHICLE STALLED. THE CONTACT HAD TO WAIT A BRIEF MOMENT TO RESTART THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER (FAYETTEVILLE CHRYSLER DODGE JEEP RAM, 1223 HUNTSVILLE HWY, FAYETTEVILLE, TN 37334, (931) 227-4899) WHERE IT WAS DIAGNOSED THAT THE FUSE WAS BLOWN DUE TO THE RADIATOR COOLING FAN FRACTURING AND THE PARTS NEEDED TO BE REPLACED. THE MANUFACTURER INDICATED THAT THERE WAS NO RECALL CAMPAIGN OR MANUFACTURER SERVICE CAMPAIGN. THE MANUFACTURER SUGGESTED THAT THE CONTACT TAKE THE VEHICLE TO THE DEALER FOR REPAIRS. THE VEHICLE WAS NOT REPAIRED. THE VIN AND FAILURE MILEAGE WERE NOT AVAILABLE. | | | |
| 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. | | | |



FAYETTEVILLE CHRYSLER DODGE JEEP RAM
 1223 HUNTSVILLE HWY
 FAYETTEVILLE, TN 37334
 PHONE 931-532-0400



| | | | | | | | | | | | |
|---------------------|------------|--|---|------------|----------|--------|------------|--------------|-----------------------|------------|-----------------|
| CUSTOMER NO | [REDACTED] | | ADVISOR | JIM | 10546 | TAG NO | [REDACTED] | INVOICE DATE | 07/24/18 | [REDACTED] | |
| [REDACTED] | | | LABOR RATE | LICENSE NO | MILEAGE | 58,785 | | COLOR | / | STOCK NO. | |
| TAFT, TN [REDACTED] | | | YEAR / MAKE / MODEL 15/JEEP/RENEGADE (2.4L)/RENEGADE (2. | | | | | | | | |
| [REDACTED] | | | VEHICLE I.D. NO Z A C C J B C T S F P [REDACTED] | | | | | | | | |
| [REDACTED] | | | F.T.E. NO | | | | P.O. NO | | R.O. DATE 07/23/18 | | PRODUCTION DATE |
| [REDACTED] | | | BUSINESS PHONE | | COMMENTS | | | | | | MO: [REDACTED] |

TOTALS -----

THANK YOU FOR YOUR BUSINESS!

| | | |
|--------------------------|-------------------------|---------------|
| ***** | TOTAL LABOR.... | 614.95 |
| * | TOTAL PARTS.... | 266.35 |
| * ()CASH ()CHECK | TOTAL SUBLET.... | 0.00 |
| * ()VISA ()CK# | TOTAL G.O.G.... | 0.00 |
| * | TOTAL MISC CHG. | 28.92 |
| * ()MASTERCARD ()OTHER | TOTAL MISC DISC | 0.00 |
| * | TOTAL TAX..... | 86.48 |
| * ()CHARGE | TOTAL INVOICE \$ | 996.70 |
| ***** | | |

THANK YOU
 FOR BRINGING YOUR CAR
 TO US FOR SERVICE.

PARTS & SERVICE HOURS
 MONDAY-FRIDAY 7:00 AM to 5:30 PM
 SATURDAY 7:30 AM to 4:00 PM
 CLOSED SUNDAY

DISCLAIMER OF WARRANTIES
 The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
 Repair work done on this order will be based in part, upon a flat manual computation.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

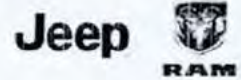
**NO RETURN ON
 SPECIAL ORDER OR
 ELECTRICAL PARTS**

**SPECIAL ORDER
 PARTS WILL BE HELD
 FOR 14 DAYS**

CUSTOMER SIGNATURE _____



FAYETTEVILLE CHRYSLER DODGE JEEP RAM
 1223 HUNTSVILLE HWY
 FAYETTEVILLE, TN 37334
 PHONE 931-532-0400



| | | | |
|----------------|---|--------------------|--------------------------|
| CUSTOMER NO | ADVISOR JIM | TAG NO 10546 | INVOICE DATE 07/24/18 |
| TAFT, TN | LABOR RATE | LICENSE NO. | MILEAGE 58,785 |
| | YEAR / MAKE / MODEL 15/JEEP/RENEGADE (2.4L)/RENEGADE (2. | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE ID NO. ZACCJBCT5FP | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 07/23/18 |
| BUSINESS PHONE | COMMENTS | | MO: |

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | |
|--|----------------------|-------------------|--------------------|----------------------------|--------------|
| | 4 | SP148:83-AC | PLUG NONE 08036114 | 13.00 | 52.00 |
| | | | | TOTAL - PARTS | 52.00 |
| JOB# 4 TOTALS | | | | LABOR | 150.00 |
| | | | | PARTS | 52.00 |
| | | | | JOB# 4 JOURNAL PREFIX CHCS | JOB# 4 TOTAL |
| | | | | | 202.00 |
| JOB# 5 CHARGES | | | | | |
| LABOR | | | | | |
| J# 5+67CHZMOC1 | FUEL INDUCTION | | TECH(S):10033 99 | 164.95 | |
| PERFORM FUEL INDUCTION SERVICE [REDACTED] FUEL INJECTOR COVERAGE | | | | | |
| UP TO 4000.00 SEE ADVISOR FOR DETAILS | | | | | |
| ROUTINE MAINTENANCE | | | | | |
| SERVICE COMPLETED | | | | | |
| JOB# 5 TOTALS | | | | LABOR | 164.95 |
| | | | | JOB# 5 JOURNAL PREFIX CHCS | JOB# 5 TOTAL |
| | | | | | 164.95 |
| JOB# 6 CHARGES | | | | | |
| LABOR | | | | | |
| J# 6+00CHZW/INSP | AIR FILTER - GAS ENG | | TECH(S):10033 99 | 0.00 | |
| CUSTOMER REQUESTS REPLACEMENT OF ENGINE AIR FILTER | | | | | |
| WITH FACTORY ORIGINAL MOPAR FILTER - LABOR INCLUDED | | | | | |
| AT NO ADDITIONAL CHARGE | | | | | |
| ROUTINE MAINTENANCE. | | | | | |
| INSTALLED NEW AIR FILTER | | | | | |
| PARTS | | | | | |
| | 1 | 68247339-AA | FILTER AI 14029008 | 24.95 | 24.95 |
| | | | | TOTAL - PARTS | 24.95 |
| JOB# 6 TOTALS | | | | PARTS | 24.95 |
| | | | | JOB# 6 JOURNAL PREFIX CHCS | JOB# 6 TOTAL |
| | | | | | 24.95 |
| MISC | | | | | |
| JOB # A | SS | ENVIRONMENTAL FEE | | CONTROL NO | 28.92 |
| | | | | TOTAL - MISC | 28.92 |

THANK YOU

FOR BRINGING YOUR CAR
 TO US FOR SERVICE.

PARTS & SERVICE HOURS
 MONDAY-FRIDAY 7:00 AM to 5:30 PM
 SATURDAY 7:30 AM to 4:00 PM
 CLOSED SUNDAY

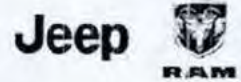
DISCLAIMER OF WARRANTIES
 The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
 Repair work done on this order will be based, in part, upon a flat manual computation.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

**NO RETURN ON
 SPECIAL ORDER OR
 ELECTRICAL PARTS**

**SPECIAL ORDER
 PARTS WILL BE HELD
 FOR 14 DAYS**



FAYETTEVILLE CHRYSLER DODGE JEEP RAM
 1223 HUNTSVILLE HWY
 FAYETTEVILLE, TN 37334
 PHONE 931-532-0400



| | | | | | |
|-------------|------------|---|-------------------|--------------------------|------------|
| CUSTOMER NO | [REDACTED] | ADVISOR JIM | TAG NO 10546 | INVOICE DATE 07/24/18 | [REDACTED] |
| [REDACTED] | [REDACTED] | LABOR RATE | LICENSE NO | MILEAGE 58,785 | COLOR / |
| [REDACTED] | [REDACTED] | YEAR / MAKE / MODEL 15/JEEP/RENEGADE (2.4L)/RENEGADE (2. | DELIVERY DATE | DELIVERY MILES | |
| TAFT, TN | [REDACTED] | VEHICLE ID NO Z A C C J B C T 5 F P | SELLING DEALER NO | PRODUCTION DATE | |
| [REDACTED] | [REDACTED] | F.T.E. NO | P.O. NO | F.I.O. DATE 07/23/18 | |
| [REDACTED] | [REDACTED] | COMMENTS | | | |

MO: [REDACTED]

JOB# 1 CHARGES

LABOR
 J# 1 10CHZ06 CHECK ENGINE LIGHT TECH(S):10033 99 300.00
 Customer States the check engine light is on and cooling fan
 s not working (IndicatorWarning Lights - Check engine light
 on)
 SHORTED COOLING FAN
 REPLACED COOLING FAN FILLED COOLANT RECHECKED OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 1 68360299-AA FAN ASSY 07002002 157.00 157.00
 1 68094354-AA FUSE MAXI 08017002 7.45 7.45
 1 68163848-AB ANTIFREEZ 01081004 24.95 24.95
 10-YR
 TOTAL - PARTS 189.40

JOB# 1 TOTALS

LABOR 300.00
 PARTS 189.40
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 489.40

JOB# 2 CHARGES

LABOR
 J# 2 03CHZ 23 POINT INSPECTION TECH(S):10033 INTERNAL
 (Multi-point inspection according to maintenance interval)
 COMPLETED MULTIPOINT INSPECTION

JOB# 2 TOTALS

LABOR 0.00
 PARTS 0.00
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 J# 3 99CHZ PERFORM RECALL TECH(S):10033 99 WARRANTY
 R73 Customer Satisfaction Notification R73 - Wheel Stud Wren
 ch (Recall CSN 1)
 COMPLETED 22-R7-31-82 .20

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 1 68324617-AA WRENCH WH 22001045 WARRANTY 0.00
 TOTAL - PARTS 0.00

JOB# 3 TOTALS

LABOR 0.00
 PARTS 0.00
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
 J# 4-67C4213 Tune up TECH(S):10033 99 150.00
 CUSTOMER STATES REPLACE SPARK PLUGS AND TUNE TO SPECT
 REPLACED SPARK PLUGS

THANK YOU

FOR BRINGING YOUR CAR
 TO US FOR SERVICE.

PARTS & SERVICE HOURS
 MONDAY-FRIDAY 7:00 AM to 5:30 PM
 SATURDAY 7:30 AM to 4:00 PM
 CLOSED SUNDAY

DISCLAIMER OF WARRANTIES
 The seller, hereby expressly disclaims
 all warranties, either expressed or
 implied, including any implied warranty
 of merchantability or fitness for a
 particular purpose, and neither assumes
 nor authorizes any other person to
 assume for it any liability in connection
 with the sale of said products.
 Repair work done on this order will be based,
 in part, upon a flat manual computation.
**NOTICE TO CONSUMER: PLEASE READ
 IMPORTANT INFORMATION ON REVERSE
 SIDE.**

**NO RETURN ON
 SPECIAL ORDER OR
 ELECTRICAL PARTS**

**SPECIAL ORDER
 PARTS WILL BE HELD
 FOR 14 DAYS**

August 6, 2018

[REDACTED]
Taft TN [REDACTED]

State Farm Claims
PO Box 52250
Phoenix AZ 85072-2250

RE: Claim Number: [REDACTED]
Date of Loss: July 21, 2018
Our Insured: [REDACTED]

Dear [REDACTED]

Thank you for submitting your claim to us for consideration. The payment enclosed reflects payment under the ERS Coverage H of your policy in reimbursement of your tow bill as follows:

The policy covers towing to the nearest repair facility, any additional miles are overage charges and are the responsibility of our insured. Your vehicle was towed a total of 123.90 miles 10.98 of those were covered by State Farm Insurance Companies the remaining 112.92 are over the covered miles. The State Farm rate is \$3.25 per mile for a total of \$367.25 that is not reimbursable under your policy.

Total amount of draft: \$00.

We regret were unable to pay \$367.25 of your claim. Your automobile policy states, in part:

"We will pay the fair cost incurred by an insured for towing to the nearest repair facility where necessary repairs can be made if a covered vehicle is not drivable."

You can enjoy the benefits of online registration. Benefits include 24/7 access to your claim progress and staying connected to State Farm[®]. Just go to statefarm.com[®] and select Manage Your Claim to get registered. All you need to complete the process is some initial information, which may include your claim number, email address, and/or your State Farm policy or account number. It only takes a few minutes. If you are already registered, thank you!

If you have any questions or additional information you would like us to consider, please contact your Agent or our office.

Page 2
August 6, 2018

Sincerely,

Rhonda Frederick
Claim Associate
(800) 736-8541

State Farm Mutual Automobile Insurance Company