



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

Repository ☐

07-DEC-2018
MAR 12 2019

Reference No.
11156895

OWNER INFORMATION (Type or Print)

Name

Address

City HAGERSTOWN

State MD

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

Make

DODGE

Model

DURANGO

Model Year

2015

Date Purchased

8-24-15

Dealer's Name and Telephone Number

Buchanan Auto Park

800-762

0012

Engine:

No: Cylinders

V6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Waynesboro, Pa

State

Pa.

Zip Code

17268

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ERB-3.6L V6

Multiple Failure:

2

Incident Date(s)

01-MAY-2018

12-16-18

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 LIGHTING (PWS)

Failure Mileage

21000

16687

Failure Speed

N/A

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 2015 DODGE DURANGO. THE CONTACT STATED THAT THE REAR RACETRACK LIGHT FILLED WITH WATER AND FAILED TO ILLUMINATE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE LOCAL DEALER AND MANUFACTURER WERE NOT CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 21,000. THE VIN WAS NOT AVAILABLE.

~~SEATTLE GA BACK~~

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The dealer was notified both times the Rear Race-track light filled with water. In the second time the light failed to work. Was under Warranty. First Repair 1-4-18 Second 12-31-18 Worried it may cause a fire

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

BALTIMORE

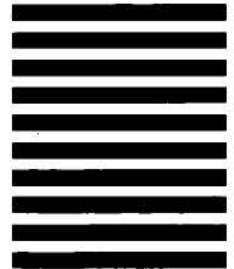
PAID

05 FEB '19

PM 11



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so,

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-672-4286**

U.S. Department of Transportation
National Highway Traffic Safety Administration



Buchanan Auto Park, Inc.
11194 Buchanan Trail East
Waynesboro, PA 17268
800.762.0012 717.762.1107
www.buchananautopark.com

Service Advisor: Kevin A. Moran
Started: 12/31/18 9:00 AM
Completed: 12/31/18 10:34 AM
Priority: 1 **WAITING**
Appointment: [REDACTED]

Repair Order

R507 Version MPK2.71.010

Customer	Vehicle
[REDACTED]	2015 Dodge DURANGO SXT AWD
Hagerstown, MD [REDACTED]	Color Maximum Steel Met. Clear Coat
Work: *	VIN 1C4RDJAG7FC [REDACTED]
Home: [REDACTED]	Mileage In: 22342 Out: 22342
Cell: [REDACTED]	Tag Number Plate No.
	In-Service 08/24/15
	Engine ERB-3.6L V6 24V VVT Engine
	Coverage 536
	Build Date 08/03/15
	Comments

Task	Opcode	Description	Part or Technician	Qty	Pay Type	F
1	088	Electrical Group				
	088	Technician: Kyle B. Spencer	5327	0	W72	\$
		customer states race track tail lamp assembly is full of water. See history				
		LAMP -LIFTGATE	68155950WJ	1	W72	\$
		Verified concern, lamp has water in it. No damage or cracks				
	08502903	Technician: Replace tail lamp assembly	5327	0.5	W72	\$
		Failure 11: broken leak				
		MOPAR parts warranty see RO 264989 on 01/04/2018 at 16,667 miles				

Parts are new unless otherwise indicated. We guarantee our service work for 24 months unlimited miles, parts and labor.

The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	Repairs properly completed and checked by:	Labor:	\$0.00
		Parts:	\$0.00
		Miscellaneous:	\$0.00
		Subtotal:	\$0.00
		Sales Tax:	\$0.00
		Total:	\$0.00
\$5.00 per day storage fee for vehicles left longer than three days after completion.		Authorized Signature	



Buchanan Auto Park, Inc.
11194 Buchanan Trail East
Waynesboro, PA 17268
800.762.0012 717.762.1107
www.buchananautopark.com

Service Advisor: Kevin A. Morar
Started: 01/04/18 8:30 AM
Completed: 01/04/18 10:20 AM
Priority: 1 **WAITING**
Appointment: [REDACTED]

Repair Order

R507 Version MPK2.71.010

Customer	Vehicle
[REDACTED] Hagerstown, MD [REDACTED] Work: [REDACTED] Home: [REDACTED] Cell: [REDACTED]	2015 Dodge DURANGO SXT AWD SPORT UTILIT Color Maximum Steel Met. Clear Coat VIN 1C4RDJAG7F [REDACTED] Mileage In: 16687 Out: 16687 Tag Number [REDACTED] Plate [REDACTED] In-Service 08/24/15 Engine ERB-3.6L V6 24V VVT Engine Coverage 536 Build Date 08/03/15 Comments

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
1	088	Electrical Group				
	088	Technician: Kyle B. Spencer	5327	0	W72	\$0.00
		customer states left rear tail lights are out due to water in housing				
		LAMP -LIFTGATE	68155950AJ	1	W72	\$0.00
		Vented concern. Found no visible signs of damage.				
	08502903	Technician: Replace tail lamp assembly	5327	0.5	W72	\$0.00
		Failure 11: broken leaks				

Parts are new unless otherwise indicated. We guarantee our service work for 24 months unlimited miles, parts and labor.

The Factory Warranty constitutes all of the warranties with respect to the sale of the item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranty, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of this item/items.

\$5.00 per day storage fee for vehicles left longer than three days after completion.

Repairs properly completed and checked by

Labor:	\$0.00
Parts:	\$0.00
Miscellaneous:	\$0.00
Subtotal:	\$0.00
Sales Tax:	\$0.00
Total:	\$0.00

Authorized Signature