



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: 29-JAN-2019  
**MAY 22 2019**  
Repository:   
Reference No.: 11172951

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: JEFFERSON State: OH Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]  
Evening Telephone Number: [REDACTED]  
E-mail Address: [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: 1C4NJRFB5GD [REDACTED]  
Make: JEEP Model: PATRIOT Model Year: 2016  
Date Purchased: March 2016 Dealer's Name and Telephone Number: Great Lakes Auto Kingsville, Ohio  
Original Owner:  Dealer's City: Kingsville State: OH Zip Code: 44048 Engine: No. Cylinders: 4 Fuel Type: GAS  
Transmission Type: automatic Antilock Brakes:  Powertrain: 4x4 Multiple Failure: YES 2 times Incident Date(s): 1-16-2019 and 14-NOV-2018 and 1-25-2019

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

Vehicle Component Code: 060000 ENGINE (PWS)  
Part # 5183453AC = diagnostic part # per dealership Failure Mileage: 89280 Failure Speed: 45 mph / 55 mph

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: [REDACTED] Number of Deaths: [REDACTED] 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 2016 JEEP PATRIOT. WHILE DRIVING 45 MPH, THE ENGINE STALLED WITHOUT WARNING. THE VEHICLE WAS TOWED TO GREENWOOD AUTO (659 S HIGH ST, CORTLAND, OH 44410, (330) 637-1055) WHERE IT WAS DIAGNOSED THAT THE CRANK SENSOR WIRING HARNESS FAILED AND NEEDED TO BE REPAIRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THERE WERE NO RECALLS FOR THE FAILURE. THE FAILURE MILEAGE WAS 89,280.

The vehicle was not repaired at dealership due to the high cost, customer could not afford at the time. repaired the same exact part # noted on diagnostic by self, more affordable, we needed it fixed ASAP for means of transportation. The incident date above is not correct, also mph is not correct as well, not sure who notified the info.

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 Incident dates noted on this form are incorrect, not sure where that date came from. Issues were on 1-16-2019 and again 1-25-2019. Also the mph speed was told over the phone 1st incident 10mph, 2nd incident 55mph, no injuries could have caused accidents both times. When we did research on website this exact part # was reported as a recall, We don't understand how our Jeep was not covered under recall warranty if its the same part.

ATTACH ADDITIONAL SHEETS IF NECESSARY

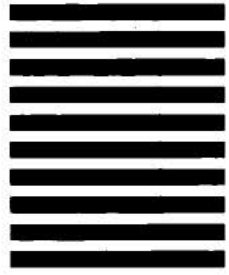
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

CLEVELAND  
OH 430  
18 MAR 19  
PM 5 L



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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4238

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





659 S. High St  
Cortland, OH 44410-1500  
Phone (330) 637-1055  
Fax (330) 638-0777

VIN: 1C4NJRFB5GD		DATE: 01/29/20	
YEAR: 2016	MAKE: JEEP	MODEL: PATRIOT LA	TIME: 15:1
MILES IN: 89280	MILES OUT: 89281	FIRST USE: / /	CLOSE: 16:1
SEE ALSO:	LISC: OH	JEFFERSON OH	DATE: 01/29/20
H: ( ) -		ARTER 7818 DAN\65	

CUSTOMER IS WAITING

1) CUST STATES THE ENGINE LIGHT IS ON AND THE VEHICLE STALLS AT 60MPH. TECH CHECKED, FOUND NO CODES IN PCM, BUT FOUND STORED CODE #P0339 TEC PERFORMED WIGGLE TEST ON CPS HARNESS AND VEHICLE STALLS. RECOMMEND REPLACE CRANK SENSO -RECOMMEND REPLACE CRANK SENSOR HARNESS

**PART# 5183453AC**  
**(Tech:18) A**

Labor	T18 10	98.00
Total Labor		98.00
Total Repair (Customer)		98.00

GREENWOOD AUTO INC  
659 SOUTH HIGH STREET  
CORTLAND, OH 44410  
(330) 637-1055

SALE

MD: 1611 Store: 0001 Term: 0002  
REF#: [REDACTED]  
Batch #: [REDACTED] RRN: 902921011786  
01/29/19 16:30:34  
Trans ID: 469029774343371  
APPR CODE: 158877  
VISA Chip  
\*\*\*\*\* \*\*/

AMOUNT \$115.08

APPROVED

VISA DEBIT  
AID: A0000000031010  
TVR: 80 80 00 80 00  
TSE: 68 00

CUSTOMER COPY

**PAYED**  
VISA 8115.08  
1/29/19 Lpm

Next Service JUL '19 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the including a by related: permission for the s

Labor	98.00
Parts	.00
Sublet	.00
Shop/waste M	9.80
Oil/Grease	.00
Sub Total	107.80
Tax	7.20
Total (Due)	115.00

Customer Copy  
Labor Rate 98.00



**JUNCTION**  
AUTO SALES, INC.

U.S. 322 AT Ohio 44  
P.O. BOX 110 Chardon, Ohio 44024  
PH (440) 286-6161 or (440) 946-5577 or (440) 632-1001



Printed: 01/30/2019 09:34

Sold To

DATE	INVOICE NO.	CUST. NO.
01/30/2019		1
SOLD BY	PAY TYPE	P.O. NO.
517	Cash Counter Sale	

10% HANDLING CHARGE ON ALL PARTS RETURNED.  
NO RETURNS ON SPECIAL ORDERED ITEMS  
ELECTRICAL ITEMS NOT RETURNABLE.

NO REFUND WITHOUT THIS INVOICE AND ORIGINAL CONTAINER.  
NO RETURNS AFTER 10 DAYS.  
RETURNED PARTS MUST BE IN SALEABLE CONDITION.

QTY	PART NUMBER	DESCRIPTION	BIN	LIST	NET	AMOUNT
1	5183453AC	WIRING 3 WAY	065*5	44.45	44.45	44.45
1	5033307AD	SENSOR CRANK	052*8-C	28.71	26.10	26.10
Sub Total						70.55
Tax						4.76
<b>PAY THIS AMOUNT</b>						<b>75.31</b>

**Thank You**

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with sale of said products.

Received by \_\_\_\_\_

2 To whom it may concern.

3/16/19

I'm writing in reference to my 2016 Jeep Patriot  
Vin# 1C4NJRFB5G1D [REDACTED]. I had 2 different  
times, where my Jeep engine shut off while driving.  
The 1<sup>st</sup> time, I was going 10mph in my kids school  
parking lot, the engine shut off while driving. I  
immediately hit my breaks to keep from hitting  
another car from behind. I turned the key,  
shutting the ignition off, placed car in park,  
attempted to restart engine, I was successful and  
the jeep started back up, thankfully, but scary.  
One week later, I was driving down I-4  
in Rome, OH at 55mph, I pushed down on the  
accelerator slightly, and immediately the engine  
shut off on me at approx. 60mph, cars were  
in front of me and 2 were behind me, quickly  
I stepped on the break and put on my hazard  
lights all at the same time, to avoid being  
hit from behind, the cars back of me were  
not happy, beeping horn at me and flew  
around me. Needless to say, I was terrified  
by this point. placed car in park, on side of  
a very busy route. Made several attempts,  
unable to restart the engine, I was stranded  
on side of the road for 20 minutes. Thankfully

(2)

my husband was on his way home from work, traveling this route. He stopped, was able to tap around on things under the hood to get the engine to start (He used to be mechanic he decided to try and drive it home since we were only 8 miles from home, 2 more times the engine shut off on him during that trip home, he repeated the same tapping, we figured by this point, something must be loose or shifting out, on 1/29/2019 which was a Tuesday (the last issue happened on Friday evening) so had to wait to get it into a Jeep dealer. I called Chrysler, they advised me to take to dealership for diagnostic testing, I did 1/29/19, \$115.08 just to check it out, to inform me, it is the EXACT part number # 5183453AC, that has been under recall for other Jeep patriots. I called Chrysler that moment, and was informed my Jeep vin# is NOT under this recall part. I was to ld by Chrysler to file a claim and see if I can get it covered, But was told 7-8 weeks to take a claim to go through. I was so upset by this point, because this car is my transportation to work for a living. I dont have another →

3) Option, Greenwood Auto Sales, is where I was. We thought, maybe I could just have them fix the part, and pay for it myself, then work with Chrysler's claim department to get reimbursed. BUT the dealership wanted \$550 to fix the issue, on top of the \$115.<sup>08</sup> for diagnostic testing. WOW I was very upset at this point again, how was I going to get to work.. I couldn't afford to fix it right now. So my husband, knowing how to work on cars, we called around to other dealerships and gave them the part number for exact part and my husband, Thank God, took him 2 days because you gotta take a lot of things out to get to the part needing replaced. He fixed the part and I have had NO issues since, and praying there won't be. I would like others to be aware of this "faulty part" so NO lives are hurt while driving. It's very scary and dangerous, I also would like to be reimbursed the money we put into the Jeep to make it safe again.

\$115.08 - Diagn  
+ 75.31 - parts  
\$190.39

Please Consider Thank You,  
[REDACTED]