



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 ☐

23-JUL-2019

SEP 24 2019

Reference No.
11234226

OWNER INFORMATION (Type or Print)

Name

Address

City COLORADO SPRINGS

State CO

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

1C4NJRBB7G

Make

JEEP

Model

PATRIOT

Model Year

2016

Date Purchased

4/24/17

Dealer's Name and Telephone Number

Larry H Miller

Engine: 244

No: Cylinders

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Colorado Springs

State

CO

Zip Code

4

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

16-JUL-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

95760

Failure Speed

50

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 2016 JEEP PATRIOT. WHILE DRIVING 50 MPH, THE VEHICLE SEIZED AND THE CHECK ENGINE AND COOLANT TEMPERATURE WARNING INDICATORS ILLUMINATED. THE CONTACT ATTEMPTED TO DEPRESS THE ACCELERATOR PEDAL, BUT THE VEHICLE FAILED TO ACCELERATE. THE CONTACT MANAGED TO MOVE THE VEHICLE OVER TO THE SHOULDER OF THE ROAD WHERE IT FAILED TO RESTART. THE VEHICLE WAS TOWED TO THE CONTACT'S HOME. THE CONTACT AND HER HUSBAND REPLACED THE THERMOSTAT. LARRY H. MILLER TOYOTA COLORADO SPRINGS (15 E MOTOR WAY, COLORADO SPRINGS, CO, (719) 623-4850) WAS CONTACTED TO SCHEDULE DIAGNOSTIC TESTING AND WAS INFORMED THAT THE VIN WAS NOT INCLUDED IN A RECALL. THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND DID NOT ASSIST. THE FAILURE MILEAGE WAS APPROXIMATELY 95,760.

please see attached after work for all corrections, mechanic report, and description of event.

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 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.

9/8/19

To whom it may concern,

I was driving north bound on Mark Sheffel going approximately 45-50 miles per hour. Without warning my 2016 Jeep Patriot's check engine warning light as well as the warning light saying something was wrong with the electric system, the warning light that resembles two bars with a lightning bolt in the middle, illuminated. My patriot immediately seized (entire engine shut off). I was able to pull over to the right shoulder (I was in the left lane). I put the car in park, turned the ignition off, and put my hazard lights on. I waited approximately five minutes and attempted to start my car. It would not turn over. I then proceeded to call my 24 hour road side assistance company to tow my car home.

When I arrived home my car was placed in the garage. The next day I put a code reader on my car, the codes for the throttle body, cam shaft sensors (both of them) and crankshaft position sensor appeared. My husband and I changed those parts after verifying with my nephew (who is a licensed mechanic) that is what he would do. After replacing all the sensors and the throttle body the car still would not start. We then put the code reader back on my car this is when the electronic control module (ECM/PCM) code was presented. We purchased a new one and had it set to our Vehicle Identification Number (VIN) number, placed the new one in my car, no change. Yes we still have the old throttle body.

At this point we had the Patriot towed to Larry H Miller (the dealer I purchased it from). The mechanic performed a two hour long diagnostic exam. Upon completion he reported that I had zero (0) compression in cylinders 2, 3 and 4. Cylinder one still had 155 psi. While speaking with him, I was informed my Patriot that only has 95,700 miles on it, needs an entirely new engine.

I am astounded that such a new car is going to need such an extensive repair. My mechanic stated he has never seen this particular problem without the owner running the vehicle without fluids, as one can see from his report I did not do. I was terrified when this issue occurred, as I drive roads where the speed limit is 65 miles per hour daily. The situation could have proven to be much worse had I been going that fast. However, I was on a very busy road where people are constantly speeding (60+ in a 50 mph zone), the road that this occurred on is a very heavily trafficked road, especially by semi-trucks. The situation could have been very horrendous had I not been able to pull over immediately. My family and I are very thankful it was not as bad as it could have been.

My mechanic gave me expressed permission for whoever is concerned/ involved to call and speak with him if desired, Adam Schweibish is his name, contact information is (719)388-4231. Thank you for your consideration in this matter.

Sincerely,

(Concerned Patriot owner)

Your review was sent!

Thanks to send your review to * Larry H. Miller Liberty Toyota.



Instructions:

Step 1: Click on APPROVE or DECLINE for each recommendation presented below.

Step 2: Sign in the box on your mobile device or with your mouse on your PC.

Step 3: Click "I APPROVE THIS REVISED ESTIMATE" to send to your Advisor.

Questions, please call: 719-598-8330

RO #:

CHECK FOR OPEN RECALLS NO OPEN RECALLS AT THIS TIME

Approved: No Charge

Critical
Declined

CUSTOMER WAS DRIVING ABOUT THREE WEEKS AGO AND THE ELECTRICAL WARNING LIGHT CAME ON AND THE VEHICLE DIED. SINCE THEN SHE HAS REPLACED THE FOLLOWING; SPARK PLUGS, THROTTLE BODY, CRANK SHAFT POSITION SENSOR, CAM SHAFT SENSORS, AND REPLACED THE ECM THAT WAS PROGRAMMED TO THE VIN. THE SYMPTOMS STILL PERSIST AND THE VEHICLE WILL NOT START. PLEASE CHECK AND ADVISE.

Issue: PULLED CODES, FOUND P2112- ELECTRIC THROTTLE CONTROL UNABLE TO OPEN. P2112 BANK 1 FORCED LIMITED RPM, C121C TORQUE SIGNAL REQUEST DENIED. LOW VOLTAGE CODES. INSPECTED FUSE AND POWER TO THROTTLE BODY. GOOD. INSPECTED PCM, CUSTOMER REPLACED BOTH. NO OBVIOUS SIGNS OF INCORRECT INSTALLATION. STARTED TO CRANK SLOW, CHARGED BATTERY, NO CHANGE TO CRANK SPEED. PULLED PLUGS, FUEL FOWLED. (CUSTOEMR RECENTLY REPLACED. PERFORMED COMPRESSION TEST, FOUND CYLINDER #1-155PSI, #2-0PSI, #3-0PSI, #4-0PSI. REPLACED WITH USED ENGINE, OR SEND TO JEEP FOR FURTHER DIAGNOSIS.

Recommendation:

2 HOURS DIAG 18.2 REPLACEMENT

Approved: No Charge - Declined: \$ 4,002.62

No Interval Due Vehicle History Indicates No Maintenance Interval Due

Approved: No Charge

Perform Battery Check

Approved: No Charge

Schedule Next Service Appointment

Approved: No Charge

Multi-Point Inspection

Approved: No Charge

Car Wash Yes

Approved: No Charge

REVISED TOTAL ESTIMATE

Estimated shop fees:

\$ 0.25

Estimated taxes:

No Charge

Total estimate:

\$ 0.25

Your signature

X

I APPROVE THIS REVISED ESTIMATE

Critical
Declined

Tire Inspection

Front
Driver
Tread depth
Condition

$\frac{3}{32}$ -
No Damage

Front
Passenger
Tread depth
Condition

$\frac{3}{32}$ -
No Damage

Front
Passenger
Rear
Driver

$\frac{3}{32}$ -
No Damage

Rear
Passenger

$\frac{3}{32}$ -
No Damage
Rear

Passenger

Issue: TIRES ARE BELOW WEAR BARS, LEFT REAR WAS FLAT WHEN I GOT TO VEHICLE REPLACE 4 TIRES,
BALANCE AND ALIGNMENT

Recommendation:

Declined: \$ 798.28

REVISED TOTAL ESTIMATE

Estimated shop fees:

\$ 0.25

Estimated taxes:

No Charge

Total estimate:

\$ 0.25

Inspection

OK

Front Brakes

OK

Rear Brakes

OK

Air filter

OK

Axle Hub & Bearing (Damage/ Leaks/ Worn Components)

OK

Battery Condition (Cables/ Clamps/ Corrosion)

OK

Battery State Of Health

OK

Brake Lines/ Hoses/ Parking Brake Cable

OK

Brake Reservoir

OK

Cabin Air Filter

OK

Check Installation Of Floormat

OK

Clutch Reservoir

OK

Coolant

OK

Cooling Sytem (Leaks)

OK

Differential

OK

Dimmer Combination Meter

OK

Discs/ Drums/ Calipers/ Wheel Cylinders

OK

Dome Light/ Amp Light

OK

Drive/ CV Shaft (Damage/ Leaks/ Boots)

OK

Fluid Leaks (Engine/ Transmission/ Corrosion)

OK

Fuel Lines & Connections

OK

Fuel Tank Bands

OK

Fuel Tank Cap

OK

Fuel Tank Vapor Vent System Hoses (Damage/ Leaks/ Corrosion)

OK

Hazard Warning Lights/Exterior Lamps

OK

Head Lights/Tail Lights/Turn Signals

OK

Horn Operation

OK

Hoses (Cracks/ Damage/ Wear)

OK

Oil Level On Arrival

OK

Parking brake operation

OK

Power Steering

OK

Propeller/ Driveshaft (Damage/ Leaks/ U-Joints)

OK

Radiator Core/ Air Conditioner Condenser

OK

Suspension (Damage/ Leaks/ Worn Components)

OK

Tire Wear Pattern

OK

Transfer Case (4WD Models)

OK

Transmission/ Transaxle

OK

Wheel Condition

OK

Windshield Washer

OK

Windshield Wiper & Washer Operation

OK

***Car Wash Yes**

Loading
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