

[REDACTED]

From: EVOQ (NHTSA)
Subject: FW: Log ID 28180 - FW: Consumer email - ODI #11288829 / 2016 DODGE DURANGO
Attachments: Dodge Complaint paperwork.pdf

From: [REDACTED]
Sent: Friday, December 27, 2019 12:45 PM
To: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Vehicle

We received our paperwork back but Moss Motors did not contact Star (Dodge Vehicle Issue) so we are back to square one as far as having this vehicle analyzed but the Salesman referred to this car as a lemon after offering a good \$3,000.00 less than it is worth. Please help us out with this issue, no other person should be put in jeopardy over these vehicles just shutting down. Then after it shuts down it will not even turn off or go back in gear until a full reboot is done. I also included where the vehicle was taken in for the necessary recall and was still charged for this issue. We are honestly now scared to drive a vehicle we still owe 14,000.00 for and have to make a monthly payment over an issue that DODGE is more than aware of. One need only look at the issues associated with the Durango to see this.

Thank you [REDACTED] Issue 11288829

On Friday, December 13, 2019, 09:53:24 AM CST, U.S. DOT National Highway Traffic Safety Administration <donotreplyodi@dot.gov> wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11288829](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.nhtsa.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit www.nhtsa.gov, and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)



INVOICE

#11288829

Dec 14, 2019

Monteagle Wrecker Service
423-837-5995
1915 Main St Kimball, Tn 37347
monteaglewreckerkimball@gmail.com

Balance Due: \$0.00



2016 Dodge Durango Gray

(blue)

A0000261776

Item	Quantity	Rate	Amount
Tow	1	\$200.00	\$200.00
Credit Card processing Fee 4 Percent	1	\$8.00	\$8.00
			\$208.00
			\$208.00
			\$208.00

Towed Gray 2016 Dodge Durango mm 175 to Moss Motor Southpittsburg, Tn 37380 Paid with Credit card ending in





1000 S. AVENUE, P.O. BOX 272
SOUTH PITTSBURG, TN 37380
(423) 837-7114

SERVICE DEPARTMENT HOURS
7:30 a.m. to 12:00 NOON M-F
12:45 p.m. to 5:00 p.m M - F
Closed Saturday

CHATTANOOGA (423) 267-0324 BRIDGEPORT (256) 495-2623
TOLL FREE (877) 837-7114

#11288829

R/O Open Date	R/O Number
8/06/18	
R/O Close Date	
8/09/18	Reprint
Mileage In	Mileage Out
68008	68008
Service Advisor / Tag #	
PHIL RODMAN	
Vehicle Identification Number	
1C4RDHDG1GC	
Delivery Date	In-Service Date
1/06/17	
Color	License Number
BLUE	

[REDACTED]			Work Phone	
FLAT ROCK, AL			Home Phone	
Year	Make	Model	Body	
2016	DODGE	DURANGO	LIMITED	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED]	
#1 - MR MISC: MISCELLANEOUS CONERN - GIVE MORE DETAIL T23 RECALL Corrected by 18T23181: Tech: Zach Platero(ZKP) INSPECTED SOFTWARE LEVEL NO FURTHER ACTION REQUIRED	Warranty
#2 - MR Customer Reports: PERFORM RECALL U06 Corrected by 18U06182: Tech: Zach Platero(ZKP) Corrected by 18U06157: Tech: Zach Platero(ZKP) Corrected by 18U06152: Tech: Zach Platero(ZKP) REPROGRAMMED TCM AND RFH WITH LATEST SOFTWARE	Warranty Warranty Warranty
#3 - MR Customer Reports: PERFORM RECALL U65 Corrected by 18U65182: Tech: Zach Platero(ZKP) REPROGRAM PCM PER RECALL VERIFY PROPER OPERATION	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

FLAT ROCK, AL

Work Phone

Home Phone

Year Make Model

2016 DODGE DURANGO

Body

LIMITED

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell:

#11288829

#1 - Customer Reports:

CUSTOMER STATES ENGINE LOST POWER WHILE DRIVING
AND THE SERVICE ELECTRONIC STABILITY LIGHT,
SERVICE POWER STEERING LIGHT, AND SERVICE AIRBAG
SYSTEM LIGHTS CAME ON AND ELECTRONICS WOULD NOT

Tech: THOMAS BARNES (TWB)

95.00

Tech: THOMAS BARNES (TWB)

209.00

SCAN VEHICLE 26 CODES PRESENT. NO COMMUNICATION
COULD BE MADE TO THE PCM, STEERING GEAR AND
PARKTRONICS MODULES OVER THE CAN C BUS.

DISCONNECT MODULES INDIVIDUALLY AND CHECK POWER
AND GROUNDS TO PCM. HIGH RESISTANCE FOUND IN PCM
GROUND CIRCUIT. REPAIR GROUND CIRCUIT AND RETEST

Sub Total: 304.00

This is A dangerous
Vehicle - This dealership
never contacted Star and
offered us \$3,000.00 Below
Value because it is a Lemon!

Salesman referred
to it

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair
work hereinafter to be done along with the necessary material and agree that you are not respons-
ible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other
cause beyond your control or for any delays caused by unavailability of parts or delays in parts
shipments by the supplier or transporter. I hereby grant you or your employees permission to
operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure
the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by
the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, includ-
ing 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
said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	304.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	21.28
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	31.72
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	357.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X