

see ATTACHED

U.S. Department of Transportation National Highway Traffic Safety Administration				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	
OWNER INFORMATION (Type or Print)				Date Received 28-MAY-2020		Repository ☐			
				Daytime Telephone Number		Reference No. 11326275			
Name				Evening Telephone Number		E-mail Address			
Address									
City LOS ANGELES		State CA		Zip Code					
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 1C3CDZAB2CN				Make DODGE		Model AVENGER SE			
Model Year 2012		Date Purchased 01/2014		Dealer's Name and Telephone Number ENTERPRISE CAR SALES 11180 Lacey		Engine: No. Cylinders 4			
Original Owner ☒		Dealer's City Los Angeles		State CA		Zip Code 90230			
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain ECM & TCM		Multiple Failure:			
						Incident Date(s) 19-MAY-2020			
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 250000 ELECTRONIC STABILITY CONTROL TIPM CGW - ESTIMATED PRICE PART \$1,900 PLUS LABOR						Failure Mileage - 77111			
						Failure Speed 0			
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).									
HELLO, THE ABOVE MENTIONED VEHICLE, WAS AT GLENDALE DODGE CHRYSLER JEEP, IN GLENDALE, CA, FOR A TOTAL OF SEVEN FULL DAYS. THEY WERE TRYING TO FIND OUT WHY THE (HORN), CONTINUES TO GO OFF EITHER, MOVING OR STANDING STILL. THEY PUT IN THE FOLLOWING PARTS: (SWITCH SPEED) FOR \$50.00 (SWITCH HORN) FOR \$127.60 (HARNES STEER) FOR \$158.00 PLUS THE COST OF DIAGNOSIS \$195.00 HORO - STILL NOT Working - 7/23/2020									
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.									

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

I WAS told that the TIPM, WAS Bad And needed to be replaced - TIPM - Controls the horn output. TIPMCGW estimated cost of Part was \$1,900.00 Plus labor.

The horn currently not working because I didn't have an extra \$1,900. - sitting around.

I say it's A safety issue because I found that The TIPM controls - Airbag deploying, fuel pump, starter crank shaft, Windows, Door, horn & Alarm. ANY could fail AT any time

ATTACH ADDITIONAL SHEETS IF NECESSARY

Seems Dealer was just Replacing parts & Horn still NOT working today, Unable to arm Alarm, - Horn not functional AT All.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

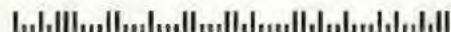
FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



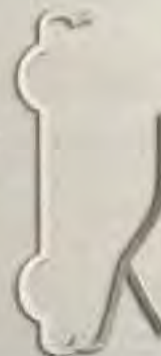
Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



or call:
Vehicle Safety Hotline
888-327-4236

or visit:
www.safercar.gov

If so:
Use the enclosed
form to file a report.



Think your vehicle
has a safety defect?





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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

GLENDAL DODGE CHRYSLER JEEP

ELLIS FAMILY STORES

900 S. Brand Blvd. - Glendale, CA 91204

(818) 242-4161 Fax (818) 242-3202

www.ellisfamily.com

Jeep

GLENDALE DODGE CHRYSLER JEEP

900 S. BRAND BLVD

GLENDALE, CA 91204

PH(818)242-4161 FAX(818)-242-3202

BAR#ARD00220501 EPA# CAL000383239

LOS ANGELES, CA

VEHICLE ID

MILES IN

MILES OUT

DATE/TIME IN

DATE OUT

INVOICE NO.

1C3CDZAB2C

77111

77113

05/19/20 08:45

05/27/20

VEHICLE DESCRIPTION

TAG NO.

STATUS

2012 DODGE AVENGER SE

04105

COMPLETE

CONTROL NO.

LICENSE PLATE NO.

CUST. LABOR RATE

PROD. DATE

IN-SERV DATE

DELIV. DATE

DELIV. MILES

TERMS

Cash

HOME PHONE

WORK PHONE

CELL PHONE

STOCK NO.

SERV. ADV.

RO COMMENT

PAUL BAUTISTA (401)

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	00000		A07		Customer	\$0.00

Concern Multi-point inspection (according to maintenance interval)

Correction PLEASE SEE YOUR INSPECTION SHEET FOR RECOMMENDATIONS.recommend 60k service.

Story NOTE: CUSTOMER ADVISED STILL NEEDS TIPM MODULE REPLACEMENT \$1895.00 CUSTOMER WAS OFFERED A 20% DISCOUNT TOWARDS REPAIR.. CUSTOMER ADVISED FUNDS ARE VERY LOW AT THIS TIME.. PER SERVICE DIR: OFFER 20% TOWARDS THIS REPAIR VEHICLE WAS ORIGINALLY AT MEINEKEE SERVICE CENTER... WHO HAD IT FOR STEERING AND WAS TOLD HORN CLOCKSPRING DAMAGED..

Line Total... \$0.00

B *	08		A07		Customer	\$500.00
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Concern CUST REPORTS HORN SOUNDS ON FOR NO REASON WHEN CAR IS OFF... CUST HAD TO DISCONNECT FOR NOW ADVISE

 Cause Horn Sounds At Times When Not Commanded.horns connectors & horn switch connector disconnected by someone else.searched found star online case#S1208000151.Horn goes off at times without request.For vehicles that do not have cruise, aLIN slave is located on the right side of the steering wheel (dummy switch). The horncontactswitch is hardwired to the right steering wheel switch(cruise/speed switch) which is theLIN slave; the right steering wheel switch sends a LIN message to CCN (cluster). In this case CCN is the LIN Master, CCN sends a CAN message out to respective module, TIPM, to control the hornoutput.provided estimate & advised first needs to replace right side switch/cruise & horn switch & steering wheel jumper wiring & if still problem present.then needs to replace TIPMCGW.

 Correction removed & replaced steering wheel right side switch/cruise.removed & replaced horn switch & steering jumper wires.runned test wires from TIPMCGW connector 11 to horns (circuits X21 & X22) but still problem present & horns goes off.so needs to replace TIPMCGW (given estimate) but customer declined TIPMCGW replacement.

Part Number	Description	Qty.	Unit Price	Ext. Price
56046094AF	SWITCH SPEED	1	\$50.75	\$50.75
68264384AA	SWITCH HORN	1	\$127.60	\$127.60

7/23/2020 - PARTS Replaced But still NOT working

**GLENDALD DODGE CHRYSLER JEEP**

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**Jeep**

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GLENDALD, CA 91204

PH(818)242-4161 FAX(818)-242-3202

BAR#ARD00220501 EPA# CAL000383239

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		1C3CDZAB2CN [REDACTED]		77111	77113	05/19/20 08:45	05/27/20	[REDACTED]
LOS ANGELES, CA [REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
[REDACTED]		2012 DODGE AVENGER SE				04105	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAUL BAUTISTA (401)			[REDACTED]	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
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B * Continued

Part Number	Description	Qty.	Unit Price	Ext. Price
68160755AA	HARNES STEER	1	\$158.00	\$158.00

Parts Total... \$336.35

Misc. Code	Description	Qty.	Unit Price	Ext. Price
	PARTS DISCOUNT	1.0	-\$100.00	-\$100.00
	LABOR DISCOUNT	1.0	-\$100.00	-\$100.00

Misc Total... -\$200.00

Line Total... \$636.35

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email	Adv. Username
05/26/2020 08:02	\$195.00	[REDACTED]	Phone	[REDACTED]	bautista
CALLED CUST WITH UPDATE ON COMPLETION					
05/19/2020 08:45	\$195.00		Initial Estimate		bautista

Warranty Claim Type: W

Authorization Code:

Service Cont No:

Totals

	Amount
Parts	\$336.35
Coupon/Credit	-\$50.00
SalesTax	\$34.48
Labor	\$500.00
Misc.Chg	-\$200.00
Total Amount Due	\$620.83
Amount Due	\$620.83