

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	
				Date Received AUG 13 2020 08-JUN-2020		Repository ☐			
				Reference No. 11327770					
OWNER INFORMATION (Type or Print)				Daytime Telephone Number		E-mail Address			
Name				[REDACTED]		[REDACTED]			
Address				[REDACTED]		[REDACTED]			
City GETTYSBURG		State SD		Zip Code		[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 1D7RV1CP2A [REDACTED]				Make RAM		Model 1500			
Date Purchased 5/22/2020		Dealer's Name and Telephone Number Private Owner - Dan Held				Engine: No: Cylinders 8			
Original Owner ☐		Dealer's City York		State NE		Fuel Type: 905			
Zip Code 68467		Transmission Type Automatic		☒ Antilock Brakes ☒ Cruise Control		Incident Date(s) 25-MAY-2020 TO 30-MAY-2020			
Multiple Failure:									
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS)						Failure Mileage 122000			
						Failure Speed 0-60 mph			
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 0		Number of Deaths 0			
				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 2010 RAM 1500. THE CONTACT STATED THAT THE VEHICLE FAILED TO START AFTER SEVERAL ATTEMPTS WITH SEVERAL UNKNOWN WARNING LIGHTS ILLUMINATED. ADDITIONALLY, ON SEVERAL OCCASIONS WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO COLUMBUS CHRYSLER DODGE JEEP RAM (2806 23RD ST, COLUMBUS, NE 68601) WHERE THE VEHICLE WAS DIAGNOSED WITH A DEFECTIVE ENGINE SWITCH. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 122,000.									
The ignition switch was replaced on 6/15/2020. Since then, the incident has not occurred. See repair statement									
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.									



2806 23rd St
Columbus, NE 68601
Phone: 402-564-2846

RO: [REDACTED]
Cashier:

Date Out: 06/15/2020

Time-In: 10:09 Out: 11:20
Miles-In: 123676 Out: 123676

Customer: [REDACTED]

VIN: 1D7RV1CP2AS [REDACTED] 2010 DODG RAM 1500

GETTYSBURG SD [REDACTED]

Delivered: 05/30/2020

Home: N/A Work: N/A Cellular: [REDACTED]

Advisor: 000154-KORY NELSON

Hat:

Date In: 06/15/2020

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
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[CUSTOMER PAY]

A	SCPC	000118C	08	ELECTRIC	Labor Total:	114.00
CUSTOMER STATES WONT CRANK TO START AT TIMES - P/H - WILL STALL AT TIMES WHILE DRIVING						
WIRELESS IGNITION MODULE (IGNITION SWITCH) FAILING						
REPLACED SWITCH AND PROGRAMMED						
Parts:	1	68210150AB		MODULE-WIRELESS IGNITION NODE	659.00	659.00
					Total Parts:	659.00
					Operation Total:	773.00

[CUSTOMER PAY]

B	SCPC	000118	21	TRANSMISS	Labor Total:	0.00
CUSTOMER STATES LEAK NEAR TRANS COOLER LINE						
TRANSMISSION COOLER LINES STARTING TO LEAK						
PARTS \$155 55056857AD						
1.1 HOURS						
					Operation Total:	0.00

[CUSTOMER PAY]

C	SCPT	000118	25	EMMISSION	Labor Total:	0.00
CUSTOMER STATES CHECK ENGINE LIGHT WAS ON AFTER RECALL,						
CUST FOUND TUBES UNHOOKED						
INSPECTED DID NOT SEE ANYTHING UNHOOKED						
					Operation Total:	0.00

[CUSTOMER PAY]

D	SCPT	000118	001	INSPECT	Labor Total:	0.00
CUSTOMER STATES PERFORM MULTI POINT INSPECTION						
COMPLETED INSPECTION						
					Operation Total:	0.00

Customer Pay Labor: 114.00

Customer Pay Parts: 659.00

Shop Supplies and Environmental Fee: 7.98

Customer Pay Subtotal: 780.98

pd. Discover



2806 23rd St
Columbus, NE 68601
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Hat:

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					Customer Pay Sales Tax:	46.69
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					Customer Total Due:	827.67
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I hereby authorize the repair work herein set forth 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 vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by the unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/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 the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF 1.5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. COLUMBUS MOTOR CO. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and COLUMBUS MOTOR CO. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by COLUMBUS MOTOR CO. in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."

TERMS: STRICTLY CASH unless arrangements made.

Signature: _____

Thanks for choosing Columbus Motor Co. Come

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