

OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

National Highway
Traffic Safety
Administration1-888-UASH-2-DO1
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

06-DEC-2021

Repository ☐Reference No.
11442789

OWNER INFORMATION (Type or Print)

Name

Address

City

SAVANNAH

State

GA

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
2C3CDXB675H61MAKE
DODGEModel
CHARGERModel Year
2013

Date Purchased

Dealer's Name and Telephone Number

Engine:
No. Cylinders

Fuel Type:

Original Owner
☐

Dealer's City Savannah

STATE
GAZIP Code
31405

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
20-SEP-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING

Failure Mileage
61000.0

Failure Speed

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: DOTM1 9ABC036)

☐ Original Requirement
☐ 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), 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), 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).

The contact owns a 2013 Dodge Charger. The contact stated that while the vehicle was in reverse, the steering wheel suddenly became very difficult to turn in either direction. The vehicle was towed to the local dealer who diagnosed that the power steering pump was faulty and needed to be replaced. The power steering pump was replaced, and the failure was remedied. The manufacturer was notified of the failure, but no assistance was offered. The failure mileage was 61,000.

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)

10-19-2021: I paid for a new Electric Power Steering Pump with RESERVOIR AND ABS SENSORS. Absolutely no warning that these things were failing or had failed. The only warning on the screen of my car was for low air pressure in my tires.

I am fortunate that these failures did not occur while I was driving on 516 Interstate.

See Attached sheets for more information!

ATTACH ADDITIONAL SHEETS IF NECESSARY

JACKSONVILLE FL 320

1 APR 2022 PM 1 L

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, D.C. 20077-9362

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

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation**
1200 New Jersey Avenue
Washington, D.C. 20077

04/06



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline

888-327-4236



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



**DODGE
JEEP
RAM
NORTH SAVANNAH**

1100 Chatham Parkway
Savannah, GA 31405
Sales: (912) 712-7900
Service: (912) 712-7900
Parts: (912) 712-7900

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

09/29/21

R O Close Date

Status

10/19/21

Pre-Invoice

Mileage In

Mileage Out

61314

61617

Service Advisor / Tag #

Fatima Bennett/7982

Vehicle Identification Number

2C3CDXBG7DH

Delivery Date

In-Service Date

05/08/13

04/17/13

Color

License Number

SILVER

SAVANNAH, GA

Year

Make

Model

Body

2013

DODGE

CHARGER (3.6L

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell:

Email:

#1 - MULTI: PERFORM MULTI POINT VEHICLE INSPECTION.
MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE
INTERVAL)

Tech: RANDY B BELTRAN (550)

Sub Total: .00

#2 - MISC: CUSTOMER STATES
GENERAL CONCERN #1

[CUSTOMER STATES VEHICLE HAS NO POWER STEERING]

Caused by

POWER STEERING PUMP NOT PUMPING AND LEAKS. ABS

SENSOR FRONT LEFT NO SIGNAL. BOTH REAR ABS

SENSORS OPEN CIRCUIT INTERMITTENTLY.

Tech: RANDY B BELTRAN (550)

Installed R8059524AK :PUMP: POWER STEERING

1@960.75

663.80

Installed 68088485AB :FLUID: POWER STEERING

2@19.25

960.75

REPLACED POWER STEERING PUMP AND ABS SENSORS LEFT
FRONT AND BOTH REAR. ERASED CODES. VERIFY REPAIR

Sub Total: 1663.05

#3 * MISC: CUSTOMER STATES
ADDED OPERATION

tire pressure sensors are not reading

Tech: RANDY B BELTRAN (550)

Installed 4779643AD :SENSOR: ANTI-LOCK BRAKES

1@32.59

746.78

Mark Driver Window SW - 68139805AD - #138.02 40512

1.2

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.

ALL RETURNS MUST BE MADE WITHIN 10 DAYS AND SUBJECT TO 20% HANDLING CHARGE.
NO REFUNDS ON ELECTRICAL PARTS OR SPECIAL ORDER PARTS.
ALL RETURNED PARTS MUST BE IN ORIGINAL SALEABLE PACKAGING.

All parts installed are new/salvaged or reconditioned parts.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



**CHRYSLER
DODGE
JEEP
RAM
NORTH SAVANNAH**

1100 Chatham Parkway
Savannah, GA 31405
Sales: (912) 712-7900
Service: (912) 712-7900
Parts: (912) 712-7900

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R.O. Open Date	R.O. Number
09/29/21	
R.O. Close Date	Status
10/19/21	Pre-Invoice
Mileage In	Mileage Out
61314	61617
Service Advisor / Tag #	
Fatima Bennett / 7982	

MV _____

SAVANNAH, GA

Work Phone

Home Phone

Vehicle Identification Number

2C3CDXBG7DH

Delivery Date

In-Service Date

05/08/13

04/17/13

Year

Make

Model

Body

Color

License Number

2013 DODGE CHARGER (3.6L)

SILVER

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Installed 4779642AC :SENSOR: ANTI-LOCK BRAKES

1@29.45

29.45

Installed 4779639AD :SENSOR: ANTI-LOCK BRAKES

1@32.25

32.25

Sub Total: 841.07

#4 * IO: INFORMATION ONLY

ADDED OPERATION

TECH STATES THE VEHICLE ARRIVES WITH NO POWER
STEERING .THE TECH STATES THERE WAS A LEAK IN THE
SYSTEM AND REPLACED THE POWER STEERING PUMP .THE
PARTS AND LABOR HAS A 2 YEAR UNLIMITED MILE
WARRANTY

Tech: RANDY B BELTRAN (550)

Sub Total: .00

* Our goal is to ensure you received truly exceptional *
* service. If for any reason we did not exceed your *
* expectations, please contact me at your earliest *
* convenience. *

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.

ALL RETURNS MUST BE MADE WITHIN 10 DAYS AND SUBJECT TO 20% HANDLING CHARGE.
NO REFUNDS ON ELECTRICAL PARTS OR SPECIAL ORDER PARTS.
ALL RETURNED PARTS MUST BE IN ORIGINAL SALEABLE PACKAGING.

All parts installed are new/salvaged or reconditioned parts.

LABOR

1410.58

PARTS

1093.54

DEDUCTIBLE

.00

SUBLET

.00

SHOP SUPPLIES

74.95

HAZARDOUS MATERIALS

.00

SALES TAX OR TAX I.D.

81.79

SPECIAL ORDER DEPOSIT

.00

DISCOUNTS

.00

TOTAL DUE

2660.86



■■■ ACTION ITEMS

Topology **All DTCs** All Flashes Recalls RRTs

▼ Status: All ▼ Clear All DTCs View Freeze Frame View Event Data DTC Data

ECU	CODE	DESCRIPTION	STATUS
TPM	C0077-00	Low Tire Pressure	Active
TPM	C1503-96	Tire Pressure Sensor 3-Component Internal Failure	Stored
RFH	B25AA-01	Front Passenger Door Handle Sense-General Electrical Failure	Stored
RFH	B25A9-01	Front Driver Door Handle Sense-General Electrical Failure	Stored
ABS	C0037-62	Left Rear Wheel Speed Sensor-Signal Compare Failure	Stored
ABS	C003A-62	Right Rear Wheel Speed Sensor-Signal Compare Failure	Stored
ABS	C0031-2F	Left Front Wheel Speed Sensor-Signal Erratic	Stored
DDM	B224F-54	Door Module Internal-Missing Calibration	Stored
DDM	U113D-00	Lost Communication With Master Power Window Switch	Stored

List updates as DTCs are set or cleared.

No Date or time when this was done on this sheet.

CDJR NORTH SAVANNAH
5911 CHATHAM CENTER DR
SAVANNAH, GA 31405

10/20/2021

14:47:41

CREDIT CARD

VISA SALE

Card #:

XXXXXXXXXX

Network:

VISA

Chip Card

VISA CREDIT

AID:

A0000000031010

SEQ #:

19

Batch #:

REFERENCE

Approval Code:

020641

Entry Method:

Chip Read

Mode:

Issuer

SALE AMOUNT

\$2660.86

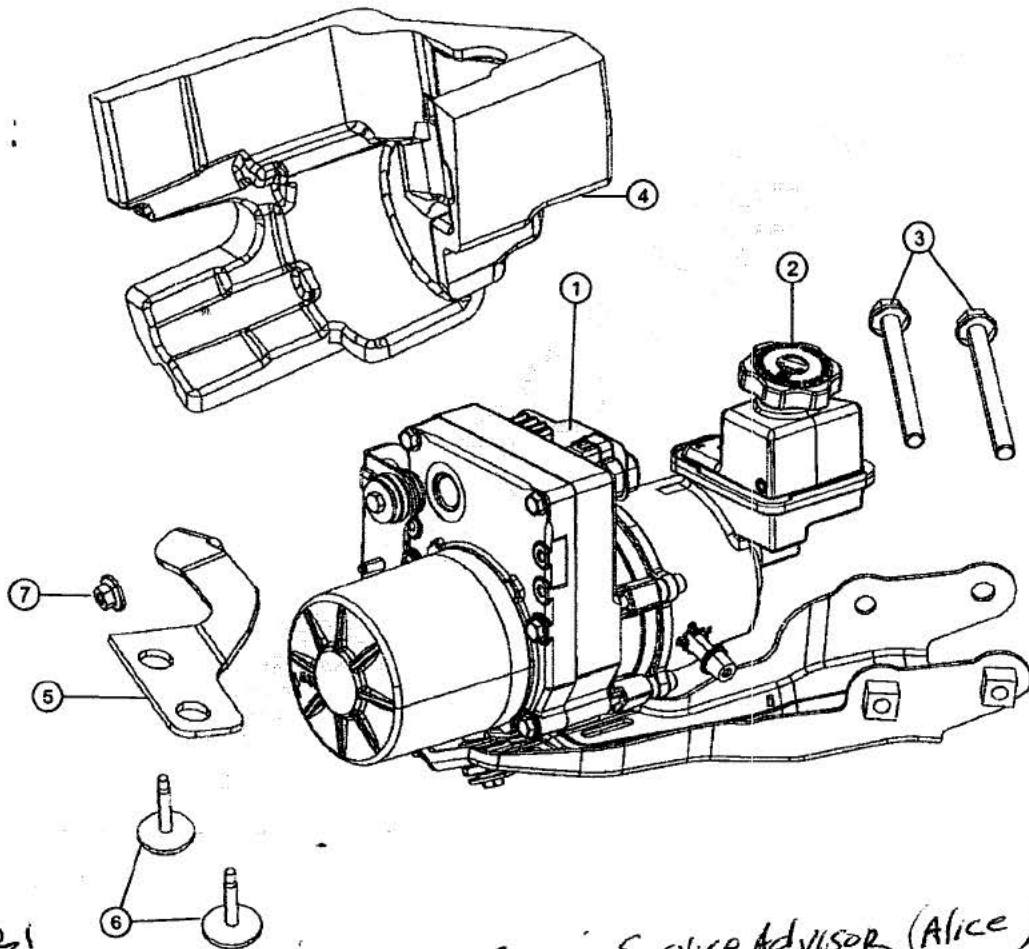
CUSTOMER COPY

MFR.

MATT KUHNS
PARTS ADVISOR
912-712-7850
2C3CDXBG7DH 2013 LD

019 - Steering 508 - Power Steering Pump And Reservoir, Non SRT

Dealer Comments:



11-26-2021
I received this information AFTER, Senior Service Advisor (Alice) could NOT
locate this unit under the hood in the engine compartment.

10-19-21. Alice said the unit in my car is All in one
sealed pump.

