

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

ire

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

13-DEC-2022

MAR 16 2023

Reference No.
11497297National Highway
Traffic Safety
Administration1-888-DASH-2-DO1
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Name

Address

City

Leechburg

State

PA

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
3C4NJDBB0NT

MAKE

JEEP

Model

COMPASS

Model Year

2022

Date Purchased

Dealer's Name and Telephone Number
City Chrysler Dodge Jeep Ram F 2623179242Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City Brookfield

STATE

WI

ZIP Code

53045

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-SEP-2022

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 330000 INTERIOR LIGHTING

Failure Mileage
12000.0

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 2022 Jeep Compass. The contact stated that the instrument panel was not visible when the headlights were in the dim setting. The contact took the vehicle to a dealer where they confirmed the failure but informed him there were no the parts available to repair the vehicle. The manufacturer had yet to be notified of the failure. The vehicle was not repaired. The failure mileage was approximately 12,000.

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 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.

CUSTOMER #: [REDACTED]

INVOICE



PAGE 1

110-112 RT. 908
NATRONA HEIGHTS, PA 15065
FORD (724) 294-2000
CHRYSLER JEEP DODGE (724) 295-5000
www.cochran.com

LEECHBURG, PA [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 994786 Michael Burek

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
	22	JEEP COMPASS		3C4NJDBB0NT		13735/13735		T3226
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
19JAN22 IS								
20JAN22 DD			WAIT 02DEC22		0.00	MCV	02DEC22	
R.O. OPENED		READY		OPTIONS: DLR	ENG:2.4 Liter			

09:43 02DEC22 11:07 02DEC22

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A - [CUSTOMER STATES THE CLUSTERS CENTER AREA IS VERY DIM ALONG WITH THE RADIO. WAS MUCH BRIGHTER PREVIOUSLY. TRIED THE ADJUSTMENT WHEEL AND AND WONT CHANGE. PLEASE ADVISE.]

CAUSE: NO FIX YET

85419001 Instrument Cluster, Trouble Not Found -

No Repair/Trouble Not Found Cluster (CCN) (2
- Skilled)

6166 WC

FC: UC PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

13735 check for dash Pin checked grounds and power to it were ok checked for flashes were none called star was told Part replacement will not remedy this concern. Engineering is investigating a service solution which will be released in the form of an RSU. No repair made today.

ESTIMATE: 0.00 02DEC22 09:43 SA: 994786

CONTACT:

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



LEECHBURG, PA

PAGE 1

110-112 RT. 908
NATRONA HEIGHTS, PA 15065
FORD (724) 294-2000
CHRYSLER JEEP DODGE (724) 295-5000
www.cochran.com

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 120 CHARLIE DILLON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	22	JEEP COMPASS	3C4NJDBB0NT [REDACTED]		16293/16294	T881
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
19JAN22 IS						
20JAN22 DD			17:00 13FEB23		0.00	MCV
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG: 2.4 Liter				
09:58 13FEB23	10:06 13FEB23					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES DASH CLUSTER IS DIM IN DAYLIGHT
CAUSE: JEEP IS AWARE OF ISSUE WITH SOME MODELS NOT HAVING EXTERNAL
AMBIENT LIGHT SENSOR

ZOO2 CUSTOMER STATES DASH CLUSTER IS DIM IN
DAYLIGHT

999 ISDP

(N/C)

16293 NO REPAIR PROCEDURE AT THIS TIME. REPLACING THE INSTRUMENT
CLUSTER WILL NOT REMEDY THIS CONCERN. ENGINEERING IS INVESTIGATING A
SERVICE SOLUTION WHICH WILL BE RELEASE IN THE FORM OF AN RSU. NO DATE
SPECIFIED ON STAR ONLINE PUBLICATION. CASE# S2208000157 RELEASE DATE OF
STAR PUBLICATION SEPTEMBER OF 2022. PROVIDED THE STAR ONLINE
PUBLICATION TO CUSTOMER. NO REPAIRS MADE AT THIS TIME

CHRYSLER

DODGE



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties, either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

Warning & Indicator Lights

	Air Bag		Battery Charge		Brake		Door Open		Electric Power Steering (EPS) Fault
	Electronic Throttle Control (ETC)		Engine Temperature		Hood Open		Liftgate Open		Oil Pressure
	Oil Temperature		Seat Belt Reminder		Transmission Fault		Transmission Temperature		Vehicle Security
	Active Lane Management Warning		4WD Lock		4WD Low		Anti-Lock Brake System (ABS)		Electronic Park Brake
	Electronic Stability Control (ESC) Active		Electronic Stability Control (ESC) OFF		Engine Check/Malfunction Indicator		Forward Collision Warning (FCW)		Forward Collision Warning (FCW) OFF
	Fuel Cutoff		Immobilizer Fail/VPS Electrical Alarm		Low Coolant Level		Low Fuel		Low Washer Fluid
	Service 4WD		Service Adaptive Cruise Control (ACC)		Service Forward Collision Warning (FCW)		Service Active Lane Management		Service Stop/Start System
	Tire Pressure Monitoring System (TPMS)		Towing Hook Breakdown		Active Lane Management ON/Armed		Adaptive Cruise Control (ACC) Set With No Target		Adaptive Cruise Control (ACC) Set With Target
	Automatic High Beam		Cruise Control SET		Front Fog		Parking/Headlights On		Stop/Start Active
	Turn Signal		Active Lane Management ON/Not Armed		Cruise Control Ready		Cruise Control SET		Hill Descent Control (HDC)
	Speed Warning		High Beam		Cruise Control Ready With Base Cluster				



STAR ONLINE PUBLICATION



Case Number: [REDACTED]

Release Date: September 2022

Symptom/Vehicle Issue: Cluster Digital Display Appears Dim In The Daylight With Minimum Backlighting

Discussion: The customer may complain that the digital display in the center of the Instrument Panel Cluster (IPC) appears dim during daylight hours and full sunlight. While the Speedometer and Tachometer brightness are at normal illumination levels.

On some "Sport" model vehicles, sales code JAL - Cluster 7.0" TFT Color Display was implemented in place of the more common 3.5" display clusters. While the 3.5" display has its own built in ambient light sensor. The 7.0" cluster relies on an external ambient light sensor input to control IPC display backlighting. This input tells the cluster to switch the backlighting levels from Day and Night mode.

"Sport" model vehicles are not equipped with an external ambient light sensor. This missing input causes the IPC digital display to default to nighttime illumination levels. Which does not allow the display to reach its maximum brightness in direct sunlight and daylight hours.

Repair Procedure: Part replacement will not remedy this concern. Engineering is investigating a service solution which will be released in the form of an RSU.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found