

APR 15 2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline 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 18-FEB-2014 Repository ☐ Reference No. 10564759	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	EDWARDSVILLE	State	PA	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					
VIN		Model		Model Year	
1J4BA3H17AL		JEEP		WRANGLER	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
Original Owner		Dealer's City		No: Cylinders	
State		Zip Code		Fuel Type:	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
☐ Cruise Control				16-FEB-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage	Failure Speed
				55473	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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 JEEP WRANGLER. THE CONTACT STATED THAT HE STARTED THE VEHICLE AND THE AIR BAG WARNING LIGHT ILLUMINATED. THE FAILURE WAS RECURRING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHO ADVISED THAT THE CLOCK SPRING BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS REPAIRED BY THE DEALER. THE APPROXIMATE FAILURE MILEAGE WAS 55,473.					
Please see attached Vehicle was not repaired. Dealer refused to fix a safety issue because the warranty expired.					
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.					

Vehicle: 2010 Jeep Wrangler Unlimited 4 door

Air bag warning light came on after starting the vehicle. After a short time driving the indicator light went out. A short while later it came back on again. The air bag indicator light kept doing this for the rest of the day.

I looked up possible causes online to see if there was something that was a quick fix, or a known issue. I found that this is a known issue and that a recall has been issues for right hand Jeep Wranglers with this issue, but not left hand.

I took the vehicle to my local mechanic who was able to get an error code from the computer. The error code was "B1B02 driver air bag squib circuit open". I made an appointment with an authorized dealership to have the vehicle checked. They checked the vehicle and verified the error code of B1B02 and stated that the clockspring in the steering column is bad. I presented my case to the dealership about getting it replaced since this is a safety issue concerning the airbags. The dealership refused to replace the part because the factory warranty had expired.

I called Chrysler and filed a claim with them. I have not been able to get any affirmative action taken for this safety issue. As of today, 27 March 2014, Chrysler still has not resolved this issue. All the case manager keeps saying is that they are trying to get in touch with the dealership.

The vehicle still has not been fixed and the issue with the air bag indicator light is still happening.

If you need more information, please feel free to call me: [REDACTED]

I have enclosed a copy of the diagnostics done to the vehicle which does indicate the error code found in the vehicle computer and their recommendation of replacing the clockspring.

7765771

INVOICE



150 MOTORWORLD DRIVE
WILKES-BARRE, PA. 18702
(570) 821-3730
1-800-437-8539
www.motorworldgroup.com

EDWARDSVILLE, PA

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HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 24142 AMY ROPETSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	10	JEEP WRANGLER	1J4BA3H17AL		55476/55477	T3910
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
15SEP09 DL		15SEP2012	20:00 18FEB14		CASH	18FEB14
R.O. OPENED	READY	OPTIONS: ENG:3.8_Liter				
08:01 18FEB14	11:08 18FEB14					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM	SYSTEM	DIAGNOSTIC				
CUSTOMER STATES AIR BAG KEEPS GOING ON.							
CAN INDUCE MULTIPLE TIMES BY TURNING STEERING WHEEL							
DIAG PERFORM SYSTEM DIAGNOSTIC							

24550	CJR				79.95	79.95
PARTS:	0.00	LABOR:	79.95	OTHER:	0.00	TOTAL LINE A: 79.95

55476 INTERNAL CLOCK SPRING*** VERIFIED CUSTOMERS COMPLAINT OF AIR BAG LIGHT ON WHEN TURNING WHEEL. SCANNED VEHICLE FOR CODES FOUND B1B02 DRIVER AIR BAG SQUIB CIRCUIT OPEN, FOLLOWED DIAGNOSTIC CHECK LIST, REMOVED DRIVER AIR BAG AND STEERING WHEEL SHROUD, FOUND INTERNAL CLOCK SPRING GAVE PARTS QUOTE TO WRITER. PART NOT COVERED BY WARRANTY. CUSTOMER DECLINED SERVICE AT THIS TIME.

B MULTI-POINT INSPECTION.

CI MULTI-POINT INSPECTION						
24550	CJR				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00

55477 COURTESY MULTI-POINT INSPECTION --- I SET THE TIRE PRESSURES TO FACTORY RECOMMENDED PRESSURES, VISUALLY INSPECTED THE FLUID LEVELS AND THE BATTERY. I INSPECTED THE EXTERIOR LIGHTS FOR PROPER OPERATION. ***REC OIL CHANGE, FRONT AND REAR DIFF SERVICES. CUSTOMER DECLINED SERVICE AT THIS TIME.

C CUSTOMER DECLINES MILEONE CREDIT CARD

DCC-CUSTOMER DECLINES MILEONE CREDIT CARD						
24550	CJR				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C: 0.00

CLOCKSPRING P/N 5156106AD
\$305.61 IN STOCK AND \$81.99
PLUS TAX INSTALL.

E-MAIL ADDRESS

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	79.95
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	79.95
		LESS INS / DISC	0.00
		SALES TAX	4.80
		PLEASE PAY THIS AMOUNT	84.75

CUSTOMER COPY