

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

DOT Auto Safety Hotline				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 14-APR-2014	
				Repository ☐ Reference No. 10579626	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline					
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
TWO HARBORS		MN			
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 1J4GW48SX2C			Make JEEP		Model Year 2002
Date Purchased		Dealer's Name and Telephone Number		Engine: No: Cylinders 6	
Original Owner ☐		Dealer's City		Fuel Type: Gas	
Transmission Type		Powertrain		Incident Date(s) 14-APR-2014	
☐ Antilock Brakes ☐ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage 109952	
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: DOTM9ABC036)		☐ 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 2002 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE AIR BAG LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS FOUND THAT THE AIR BAG WIRING HARNESS NEEDED TO BE REPLACED AND WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER 12V527000 (AIR BAGS). AFTER THE REPAIR, THE FAILURE RECURRED. THE MANUFACTURER WAS NOT CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE AND VIN WAS NOT AVAILABLE. After the air bag wiring harness was replaced & the vehicle was started, the dash air bag light illuminated. The dealership doing the warranty work did a diagnostic test & found that the Occupant Restraint Module needed replacement. They informed me that this					
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.					

see back →

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

part wasn't covered under the recall warranty work.
Now the dash air bag light is constantly illuminated. How
do I know if there is a malfunction, in the system, if the
light is continually on? The faulty wiring harness could
have caused the module failure. I would hope that Chrysler
would repair this system to ensure our safety.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

DULUTH MN 558

26 JUN 2014 PM 1 T

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, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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



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

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



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



**Sonju Two Harbors LLC**

893 Scenic Drive
P.O. Box 40
Two Harbors, MN 55616-1154
Phone: 218-834-2181
www.sonju.com

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m.-Saturday

R/O Open Date	R/O Number
4/11/14	6120138/1
R/O Close Date	Status
4/11/14	e-Invoice
Mileage In	Mileage Out
109952	109952

Service Advisor / Tag #

Mark Korte/268*W*

Vehicle Identification Number

1J4GW48SX2C

Delivery Date

In-Service Date

TWO HARBORS, MN

Work Phone

Home Phone

Year	Make	Model	Body	Color	License Number
2002	JEEP	GRAND CHEROKE	4DR LAREDO 4WD	SILVER	

DESCRIPTION OF SERVICE AND PARTS**AMOUNT**

#1 - RECALL: PERFORM FACTORY RECALL

PERFORM RECALL M35

Work performed by COLE JENSEN (138)

Installed CBXTM353AB :WIRING: JUMPER

Qty: 1

Warranty
Warranty

REPLACE HARNESS/FILTER FOR AIRBAG MODULE

ADVISE AIRBAG LIGHT ON--NEEDS ORC MODULE

FOR SYSTEM PART 307.00 LABOR 101.50

#2 - SI: 99P VEHICLE INSPECTION NO CHARGE

Sub Total: .00

REFERENCE
No. 10579626
(for complaint)
Occupant
Restraint
module

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.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT*	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X