



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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

28-AUG-2014

Repository ☐

Reference No.
10629109

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City WILDOMAR

State CA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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

1J4BA6D14L [REDACTED]

Make

JEEP

Model

WRANGLER

Model Year

2010

Date Purchased
MAY 2010

Dealer's Name and Telephone Number
Yucca Valley Chrysler Center

Engine: 3.8L
No. of Cylinders

Fuel Type:

gasoline

Original Owner



Dealer's City

Yucca Valley

State

CA

Zip Code

92284

6

Transmission Type

manual



Antilock Brakes

Cruise Control

Powertrain

4 X 4

Multiple Failure:

Incident Date(s)

22-AUG-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage
60300

Failure Speed
65

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 2010 JEEP WRANGLER. WHILE DRIVING APPROXIMATELY 65 MPH, THE AIR BAG WARNING INDICATOR ILLUMINATED. THE FAILURE OCCURRED MULTIPLE TIMES. THE DEALER STATED THAT THE CLOCK SPRING WAS FRACTURED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED AND THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 60,300. Repairs were paid for my owner after contacting Chrysler to request they be covered by recall #L37 and they denied it because my VIN was not included in the recall and the recall was for right hand vehicles only. According to NTSA Campaign 13V176000 only 42% was right hand vehicles and this information was given to Chrysler, but request was still denied. I then filed complaint #25543107. Mechanic that did they repairs said the clockspring came out in pieces and I retained the parts and can chip them to you upon request. While the Air Bag warning light was on the vehicle steering was affected in that during freeway driving, while going straight the vehicle would seem to fight itself or jump back and forth in the lane. And because of the design of the vehicle and how easily it is affected by draft air or cross winds this steering issue made the vehicle feel unsafe. This steering issue vanished completely once the repairs were completed. I feel Chrysler has made no attempt to view my situation for individual merit, or to inquire as to customer satisfaction. Thank you for your time.

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.