

 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 09-MAR-2015	Repository ☐ Reference No. 10693071
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City KINGMAN	State AZ		
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1J8GW58N32C [REDACTED]		Make JEEP	Model GRAND CHEROKEE
Date Purchased		Model Year 2002	
Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 09-MAR-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS		Failure Mileage	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: 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			
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
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 RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V046000 (AIR BAGS) HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.			
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.			

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

IN FEB 2013 I WAS NOTIFIED THERE WAS A RECALL ON MY 2002 JEEP
ORC MODULE. THE PART WAS NOT AVAILABLE UNTIL FEB. 2014 AND THE
REPAIR WAS MADE. FOR A YEAR I WAS AFRAID TO DRIVE MY CAR. AFTER THE
REPAIR WAS MADE I STARTED HAVING ELECTRICAL PROBLEMS, SIDE MIRRORS
MOVING WHEN YOU TRY TO OPEN DOORS, IGNITION KEY WON'T TURN, ETC. I
REQUESTED A DIAGNOSTIC AT NO CHARGE AND THEY REFUSED. IN FEB 2015
I RECEIVED ANOTHER RECALL NOTICE FOR THE ORC MODULE AND AGAIN
THE PARTS ARE NOT AVAILABLE AND AGAIN I'M AFRAID TO DRIVE
MY CAR.

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



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.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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

MARTIN SWANTY

Chrysler Dodge Jeep

2640 E. Andy Devine Ave - Kingman, AZ 86401

Phone: (928) 753-3131 - Fax: (928) 718-0331

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.

Monday - Friday

8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
1/13/14	
R/O Close Date	Status
1/13/14	Pre-Invoice
Mileage In	Mileage Out
85143	85143
Service Advisor / Tag #	
Diego Baca/3185	
Vehicle Identification Number	
1J8GW58N32C	
Delivery Date	In-Service Date
Color	License Number

KINGMAN, AZ

Work Phone

Home Phone

DESCRIPTION OF SERVICE AND PARTS

#2 - 50CHZ: CAMPAIGN (NOTICE)

M35 AIRBAG SYSTEM OCCUPANT RESTRAINT CONTROL MODUL

E.SOP S IN.

Work performed by John Martell

(011)

PARTS ARE STILL UNAVAILABLE.

* FIND US ON FACEBOOK @ MARTIN SWANTY CHRYSLER *

AMOUNT

Warranty

#1 LIMITED WARRANTY BY VEHICLE MANUFACTURER, SEE ADVISOR FACTORY PARTS WARRANTED FOR FIRST 12 MONTHS, 12,000 MILES WHICH EVER OCCURS FIRST AT ANY CHRYSLER, DODGE, JEEP, KIA DEALERSHIP. SEE ADVISOR FOR FURTHER DETAILS AND RESTRICTIONS.

#2. LIMITED WARRANTY BY MARTIN SWANTY C-D-J KIA. PARTS INSTALLED NEW OR REBUILT NON FACTORY PARTS WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. VALID ONLY AT MARTIN SWANTY C-D-J KIA SERVICE DEPARTMENTS.

#3. NO WARRANTY ON PARTS OR LABOR ON USED PARTS.

#4 PLEASE REFER TO REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

#5 MARTIN SWANTY C-D-J- KIA IS NOT RESPONSIBLE FOR ANY OR ITEMS LEFT IN VEHICLE WHILE BEING WORKED ON.

THANK YOU FOR CHOOSING US FOR ALL YOUR SERVICE NEEDS

++ PLEASE MARK YOUR SURVEY (VERY SATISFIED 1ST VISIT)++

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

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R/O Open Date	R/O Number
2/12/14	
R/O Close Date	Status
2/12/14	Pre-Invoice
Mileage In	Mileage Out
85596	85596
Service Advisor / Tag #	
JOHN ST. AMAND/3469	
Vehicle Identification Number	
1J8GW58N32C	
Delivery Date	In-Service Date
Color	License Number

KINGMAN, AZ				Work Phone	
				Home Phone	
Year	Make	Model	Body		
2002	JEEP	GRAND CHEROKE	4DR LIMITED 4WD		

DESCRIPTION OF SERVICE AND PARTS				AMOUNT
#1 - 50CHZ: CAMPAIGN (NOTICE) PERFORM CAMPAIN M35 Work performed by JIM GREEN (803) Installed CBXTM354AB :WIRING: JUMPER Qty: 1 Installed CBXTM352AA :SWITCH: TRANSFER CASE Qty: 1 PERFORMED CAMPAIN. INSTALLED HARNESS FILTER ASSY TIME 2/12/14 9.99 10.59				Warranty Warranty Warranty
#2 - 12CHZ16: MULTI POINT INSPECTION (FREE 16 POINT) Work performed by JIM GREEN (803) PERFORMED INSPECTION Sub Total: .00				
***** * FIND US ON FACEBOOK @ MARTIN SWANTY CHRYSLER * *****				
#1 LIMITED WARRANTY BY VEHICLE MANUFACTURER, SEE ADVISOR FACTORY PARTS WARRANTIED FOR FIRST 12 MONTHS, 12,000 MILES WHICH EVER OCCURS FIRST AT ANY CHRYSLER, DODGE, JEEP, KIA DEALERSHIP. SEE ADVISOR FOR FURTHER DETAILS AND RESTRICTIONS.				LABOR .00
#2. LIMITED WARRANTY BY MARTIN SWANTY C-D-J KIA, PARTS INSTALLED NEW OR REBUILT NON FACTORY PARTS WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. VALID ONLY AT MARTIN SWANTY C-D-J KIA SERVICE DEPARTMENTS.				PARTS .00
#3. NO WARRANTY ON PARTS OR LABOR ON USED PARTS.				DEDUCTIBLE .00
#4 PLEASE REFER TO REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.				SUBLET .00
#5 MARTIN SWANTY C-D-J- KIA IS NOT RESPONSIBLE FOR ANY OR ITEMS LEFT IN VEHICLE WHILE BEING WORKED ON.				SHOP SUPPLIES .00
THANK YOU FOR CHOOSING US FOR ALL YOUR SERVICE NEEDS ++ PLEASE MARK YOUR SURVEY (VERY SATISFIED 1ST VISIT)++				HAZARDOUS MATERIALS .00
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.				SALES TAX OR TAX I.D. .00
X				SPECIAL ORDER DEPOSIT .00
				DISCOUNTS .00
				TOTAL DUE .00