

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) 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: 24-JUL-2015 Repository ☐ Reference No. 10736208	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
VIRGINIA BEACH		VA			
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		Make	Model	Model Year	
1J4GL38KX3W		JEEP	LIBERTY	2003	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
12/2003	HALL JEEP 757 818 9475		No: Cylinders 6	GAS	
Original Owner ☒	Dealer's City	State	Zip Code		
	VA. BEACH, VIRGINIA	VA	23452		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	☒ Cruise Control	V6		28-JAN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage	Failure Speed
				94109	
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 ☐ 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 2003 JEEP LIBERTY. THE CONTACT STATED THAT THE AIR BAG LIGHT WAS ILLUMINATED. 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 APPROXIMATE FAILURE MILEAGE WAS 94,109. THE VIN WAS NOT PROVIDED. IT HAS BEEN OVER 18 MONTH SINCE WE RECIEVED THIS RECALL NOTICE. I HAVE BEEN THERE 3 TIMES STILL NO FIX YET. NOW LIGHT IS ON SAYING AIR BAG. DEALER SAID NO FIX YET. SEE ATTACHED. 9/14/2015					
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)

9/14/2015

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

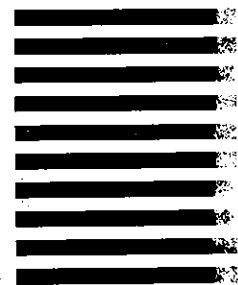
**National Highway
Traffic Safety
Administration**

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.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



From: [REDACTED]
To: NHTSAHotline@telesishq.com
Date: 7/27/2015 4:12:28 PM
Subject: RE: Case Number ISSUE=[REDACTED] PROJ=12

I set up a case with NHTSA and wanted to see if the info was set up online yet as I have additional info to send in. The case # is [REDACTED]. I talked with Molley on 7/23/2015

How do I follow this case online at safecar.com?

Thanks

[REDACTED]

----- Original Message -----

From: NHTSAHotline@telesishq.com
To: [REDACTED]
Sent: 7/27/2015 2:55:35 PM
Subject: Case Number ISSUE=[REDACTED] PROJ=12

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center
Case: Case Number
Case Number: [REDACTED]

Date: 07/27/2015 **Time:** 14:54:54
Creation Date: 07/27/2015 **Creation Time:** 13:24:33

Symptom:

Entered on 07/27/2015 at 14:54:54 EDT (GMT-0400) by M.Lopez:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

The U.S. Department of Transportation provides you assistance and information regarding vehicle safety, recalls or defects of motor vehicle equipment. We have received your request, but need further clarification on your issue.

Please provide us with additional information so that we can better assist you.

If you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 07/27/2015 at 13:24:33 EDT (GMT-0400) by nhtsa.webmaster@dot.gov:

[REDACTED]

7/29/2015

Sender Name: [REDACTED]
Sender Email: [REDACTED]

Subject: Case Number

Comments: How do I check on line at the NHTSA website to check on a case number. [REDACTED]

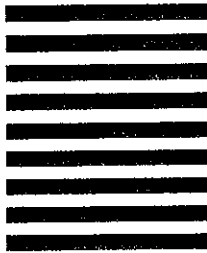
Contact Information:

Last Name: [REDACTED] First Name: [REDACTED]
Email Address: [REDACTED] Contact Source: Owner

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941
DETROIT MI



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



FCA US LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

Electronic Service Requested

IMPORTANT!

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



www.nhtsa.gov

*****AUTO**5-DIGIT 23454 1/489/10



R06

098849



VIRGINIA BEACH, VA



098849/#69739/R06

IMPORTANT SAFETY RECALL

R06 / NHTSA 15V-046

This notice applies to your vehicle (VIN: 1J4GL38KX3W [REDACTED]).

This interim notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2002 and 2003 model year Jeep Liberty models; 2002 through 2004 model year Jeep Grand Cherokee models; and 2003 and 2004 model year Dodge Viper models.

The problem is... The airbag system Occupant Restraint Control (ORC) module on your vehicle may experience a front airbag and/or seatbelt pretensioner inadvertent deployment. An inadvertent deployment while driving could distract the driver and cause a crash without warning.

NOTE: All involved vehicles must have the Occupant Restraint Control (ORC) module replaced. If you already had M35 (12V-527) or N13 (13V-040) completed, recall R06 must still be completed once parts become available. The original repair for M35 (12V-527) or N13 (13V-040) has helped to address the concern, but does not satisfactorily eliminate the potential for inadvertent airbag deployments. If you still have safety recall M35 (12V-527) or N13 (13V-040) in "OPEN" status, please schedule your service appointment with a Chrysler dealer to perform the repair. The interim remedy will take about two hours to complete. However, additional time may be necessary depending on service schedules.

What your dealer will do... FCA intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.

What you must do to ensure your safety... Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to recalls.mopar.com.

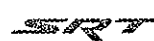
If you have already experienced this specific condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: FCA Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



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098849/#69739/R06

PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number) [REDACTED] Notification Code **R06**

This service was previously performed on my vehicle (check one if applicable):

- ☐ My vehicle was inspected and found to be ok.
☐ My vehicle was repaired.

This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to (check one if applicable):

- ☐ A dealer, or someone whose name and address is unknown.
☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- ☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

206 MODULE RECALL 7/23/2015 2:16 PM

800 992-1997- CARP#7 27428537

Hall

CUSTOMER #: [REDACTED]

INVOICE HOLLEY.
(800)346-6469 TALKED WITH RECORDED

AUTOMOTIVE
LOCATION # 18
HALL OF VIRGINIA BEACH V, LLC
DBA HALL CHRYSLER DODGE JEEP RAM
3152 VIRGINIA BEACH BLVD.
VIRGINIA BEACH, VA 23452
(757) 498-2200 MAIN
(757) 498-2357 SERVICE
www.hallauto.com

VIRGINIA BEACH, VA [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 18085 JASON T GILLENLINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	03	JEEP LIBERTY SPORT	1J4GL38KX3W	[REDACTED]	7,942 YELL.	T2498
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
03JAN03 DD			17:00 21JUL15		0.00	CASH
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:	DLR:	ENG:3.7 Liter MPI		
16:21 20JUL15	13:21 23JUL15					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES AIRBAG LIGHT IS ON CHECK AND ADVISE
CAUSE: ORC MODULE
MISC DIAG.
18131IGOLD (N/C)
94109 ORC MODULE 1.50 ORC MODULE REQUIRES REPLACEMENT. PART IS TO
BE REPLACED UNDER RECALL AT NO CHARGE TO CUSTOMER WHEN PART BECOMES
AVAILABLE.

B ORC FILTER CIRCUIT
CAUSE: NWP
MISC ALREADY PERFORMED
18131IGOLD (N/C)
94109 NWP NO WORK PERFORMED, RECALL ALREADY COMPLETE

C PERFORM R06 RECALL
CAUSE: PNA
PNA PARTS FOR THIS CAMPAIGN ARE NOT AVAILABLE AT
THIS TIME - CUSTOMER WILL BE NOTIFIED BY
CHRYSLER WHEN THEY BECOME AVAILABLE
C H 18131IGOLD (N/C)
94109 PNA PART NOT AVAILABLE YET

D WORLD CLASS VEHICLE INSPECTION
WCI18 WORLD CLASS VEHICLE INSPECTION WWW.SAFERCAR.GOV (N/C)
18131IGOLD

CONTACTED NATIONAL SAFETY ADMINSTRATOR 1888 3274236
TALKED WITH KEVIN. CASE # (COMPLAINT#) 10736208

DISCLAIMER OF WARRANTIES: ALL PRODUCTS ARE SOLD "AS IS" AND HALL EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. HALL GUARANTEES THE LABOR PERFORMED FOR 6 MONTHS OR 6,000 MILES, WHICHEVER COMES FIRST.	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	SHOP SUPPLIES	
	TOTAL CHARGES	
	ADJUSTMENTS	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

Attorney Fees: In the event Hall shall commence collection proceedings of this invoice, I understand that Hall may recover from me all costs of collection, interest, and reasonable internal and/or engaged counsel attorney's fees. I further agree that an authenticated copy of this invoice may be used in place of the original should its admission into evidence become necessary pursuant to Virginia Code section 8.01-374.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.
NOTE: Hall is not responsible for loss or damage to your vehicle, it's electronic equipment, or personal property left inside, arising from fire, theft, or any other cause beyond our control.

I hereby authorize the repair work above to be performed, and hereby grant you and/or your employees permission to operate the vehicle above for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I further authorize Hall to repair my vehicle per insurance company estimate, including any supplementary claims, and I hereby assume personal liability for payment in full for any and all work done on said vehicle. By signing below, I authorize Hall and/or its affiliates to contact me at the telephone numbers above for the purpose of providing information on its products and services.

Thank You!

HOURS OF OPERATION
SERVICE: M-F 7:30am-6:00pm
(Wed. until 8:00pm) SAT 8:00am-1:00pm
24 HOUR SERVICE DROP AVAIL: 7 DAYS A WEEK
QUICK LUBE: M-F 8:00am-4:00pm (Wed.-7pm)

X CUSTOMER SIGNATURE _____
CUSTOMER COPY

CUSTOMER #:

Hall

AUTOMOTIVE

LOCATION # 18
HALL OF VIRGINIA BEACH V, LLC
DBA HALL CHRYSLER DODGE JEEP RAM
3152 VIRGINIA BEACH BLVD.
VIRGINIA BEACH, VA 23452
(757) 498-2200 MAIN
(757) 498-2357 SERVICE
www.hallauto.com

INVOICE

PAGE 2

VIRGINIA BEACH, VA

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 18085 JASON T GILLENITINE

03-12:							
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREEN	03	JEEP LIBERTY SPORT	1J4GL38KX3W		94109/94109	T2498	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN03 DD			17:00 21JUL15		0.00	CASH	23JUL15
R.O. OPENED		CUSTOMER NOTIFIED	OPTIONS:	DLR:	ENG:3.7 Liter MPI		
16:21 20JUL15		13:21 23JUL15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
Were you planning on placing today's purchases on your MILEONE Credit card? DON'T HAVE ONE? Ask us about FREE Financing or visit www.HallCreditCard.com for more details. Thank you for allowing us to be your service provider!							

CHRYSLER

DODGE

Jeep



"QUALITY - CONVENIENCE - PRICE! WE GUARANTEE IT!"

DISCLAIMER OF WARRANTIES: ALL PRODUCTS ARE SOLD "AS IS" AND HALL EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. HALL GUARANTEES THE LABOR PERFORMED FOR 6 MONTHS OR 6,000 MILES, WHICHEVER COMES FIRST.

Attorney Fees: In the event Hall shall commence collection proceedings of this invoice, I understand that Hall may recover from me all costs of collection, interest, and reasonable internal and/or engaged counsel attorney's fees. I further agree that an authenticated copy of this invoice may be used in place of the original should its admission into evidence become necessary pursuant to Virginia Code section 8.01-374.

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NOTE: Hall is not responsible for loss or damage to your vehicle, it's electronic equipment, or personal property left inside, arising from fire, theft, or any other cause beyond our control.

I hereby authorize the repair work above to be performed, and hereby grant you and/or your employees permission to operate the vehicle above for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I further authorize Hall to repair my vehicle per insurance company estimate, including any supplementary claims, and I hereby assume personal liability for payment in full for any and all work done on said vehicle. By signing below, I authorize Hall and/or its affiliates to contact me at the telephone numbers above for the purpose of providing information on its products and services.

X CUSTOMER SIGNATURE

CUSTOMER COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Thank You!

HOURS OF OPERATION

SERVICE: M-F 7:30am-6:00pm

(Wed. until 8:00pm) SAT 8:00am-1:00pm

24 HOUR SERVICE DROP AVAIL: 7 DAYS A WEEK

QUICK LUBE: M-F 8:00am-4:00pm (Wed.-7pm)