


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

 U.S. Department of Transportation National Highway Traffic Safety Administration	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-DEC-2015 Repository <input type="checkbox"/> Reference No. 10809164 FEB 25 2015
OWNER INFORMATION (Type or Print)		
Name [REDACTED] owner is [REDACTED]		Daytime Telephone Number [REDACTED]
Address [REDACTED]		E-mail Address
City MORGANTOWN	State WV	Zip Code [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 1C4AJWBG2CL [REDACTED]	Make JEEP	Model WRANGLER
		Model Year 2012
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	Fuel Type:
	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
		Incident Date(s) 15-OCT-2014
FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 162000 STRUCTURE: BODY		Failure Mileage 52000
		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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured
		Number of Deaths
		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 2012 JEEP WRANGLER. WHILE CLEANING THE VEHICLE AND REMOVING THE FLOOR MAT, THE FLOOR WAS SATURATED WITH WATER. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER AND INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE TAPE FOAM NEEDED TO BE REPLACED AND DOOR SEALS NEEDED TO BE REPLACED. THE DOORS NEEDED TO BE READJUSTED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE FAILURE OCCURRED APPROXIMATELY 20 TIMES. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 52,000.		
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)

Feb 16-16 still leaks in hard rains. Have had Door seal replaced, Door readjusted, and Freedom tops readjusted, and foam tape replaced on Passenger door. I do realize it does not pose a safety issue at this time but water hitting dash if parked facing down hill could run into water vents. Also water setting in Passenger floor will eventually rust out floor. Also does have smell when Temps. are warm outside. Have been given a 3 year warranty by Chrysler Group LLC Customer Center. Still has water on Passenger side floor

ATTACH ADDITIONAL SHEETS IF NECESSARY

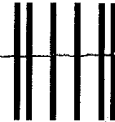
After hard Rain unsure if Its from Freedom tops or Door.

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

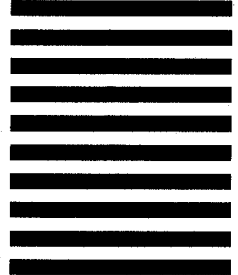


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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~~ NEF-100
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



WATERFRONT JEEP
 525 DON KNOTTS BLVD
 MORGANTOWN WV 26501
 304 292 4823

"THE JEEP STORE" A DIFFERENT KIND OF DEALERSHIP!

MORGANTOWN, WV		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		1C4AJWBG2C	52946	52946	12/28/15 08:50	12/28/15	
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2012 JEEP WRANGLER S (ORANGE)					03290	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
							No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		SALESPERSON	
				MICHAEL CLELLAND (437)		MOORE	

SERVICE HOURS: MON THRU FRI 7AM-6PM * SATURDAY 8-2:30 WE ARE YOUR SOURCE FOR TIRES, TOO! GOODYEAR - MICHELIN - UNIROYAL - BF GOODRICH ONE STOP SHOPPING CAN SAVE MONEY!

THANK YOU FOR GIVING US THE OPPORTUNITY TO SERVE YOU. WE APPRECIATE YOUR BUSINESS AND THE CONFIDENCE YOU HAVE PLACED IN US.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	85410205		A30		Warranty	
Concern	General Concern 1 [Customer states SEND VEHICLE TO CENTER SERVICE FOR WATER LEAK REPAIR, LEAKING FROM THE ROOF.]					
Correction	READJUSTED THE T-TOP OF THE ROOF, WATER TESTED AFTER READJUSTING T-TOP DID NOT LEAK WATER AFTER REPAIR WAS MADE. GOOD WILL FROM MARIAH.					

Warranty Claim Type: W

Authorization Code:

Service Cont No:

Totals

TOTAL CUSTOMER

Amount
No Charge

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.

CUSTOMER SIGNATURE

Waterfront Jeep
525 Don Knotts Blvd
Morgantown, WV 26501
304-292-4823
2752607837401

WATERFRONT JEEP
525 DON KNOTTS BLVD
MORGANTOWN WV 26501
304 292 4823

CASE # [REDACTED]
MARIA
1-800-763-8422
Ext - 40681

'THE JEEP STORE' A DIFFERENT KIND OF DEALERSHIP!

10/28/2015 12:10
Trans # [REDACTED] Bill # 135
S.a.e *****
***** MASTERCARD
CVC RSP [REDACTED] Swipe
Thank You
Please Come Again
HOME [REDACTED] MER COPY

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1C4AJWBG2CL [REDACTED]	51287	51287	10/28/15 10:18	10/28/15	[REDACTED]
VEHICLE DESCRIPTION			TAG NO.	STATUS	
2012 JEEP WRANGLER S (ORANGE)			02365	COMPLETE	
JUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
					Cash
CELL PHONE	STOCK NO.	SERV. ADV.		SALESPERSON	
		MICHAEL BOLYARD (MB)		MOORE	

SERVICE HOURS: MON THRU FRI 7AM-6PM * SATURDAY 8-2:30 WE ARE YOUR SOURCE FOR TIRES, TOO! GOODYEAR - MICHELIN - UNIROYAL - BF GOODRICH ONE STOP SHOPPING CAN SAVE MONEY!
THANK YOU FOR GIVING US THE OPPORTUNITY TO SERVE YOU. WE APPRECIATE YOUR BUSINESS AND THE CONFIDENCE YOU HAVE PLACED IN US.

Line	Op-Code	Fall Code	Tech	Hours	Type	Amount
A *	GC1		H12		Customer	\$0.00
Concern General Concern 1 [water leak on passenger side. leaking on a pillar half way down door. also has leak from top when hitting bump. water drops hits on left side of dash where indents - see berta can show you where cusotmer was seeing waterleaking in at						
Correction REPLACED RIGHT DOOR SEAL						
Part Number	Description	Qty.	Unit Price	Ext. Price		
55395274AU	W/STRIP DOOR	1	\$86.94	\$86.94		
Parts Total...				\$86.94		
Line Total...				\$86.94		

Totals		Amount
Parts		\$86.94
SalesTax		\$5.22
TOTAL CREDIT CARD		\$92.16

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.

CUSTOMER SIGNATURE

WATERFRONT JEEP
 525 DON KNOTTS BLVD
 MORGANTOWN WV 26501
 304 292 4823

"THE JEEP STORE" A DIFFERENT KIND OF DEALERSHIP!

MORGANTOWN, WV		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		1C4AJWBG2CL	51164	51164	10/22/15 07:58	10/22/15	
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2012 JEEP WRANGLER S (ORANGE)					02268	COMPLETE	
CONTROL NO.	LICENSE PLATE NC.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
							Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		SALESPERSON	
				CHUCK SHOFFLER (CS)		MOORE	
SERVICE HOURS: MON THRU FRI 7AM-6PM * SATURDAY 8-2:30 WE ARE YOUR SOURCE FOR TIRES, TOO! GOODYEAR - MICHELIN - UNIROYAL - BF GOODRICH ONE STOP SHOPPING CAN SAVE MONEY!				THANK YOU FOR GIVING US THE OPPORTUNITY TO SERVE YOU. WE APPRECIATE YOUR BUSINESS AND THE CONFIDENCE YOU HAVE PLACED IN US.			

Line	Op-Code	Fall Code	Tech	Hours	Type	Amount		
A *	181905P9		H71		Warrantv			
Concern	Flash Software 1 [Software Flash for TCM]							
Correction	updated software for transmission control module							
B *	GC1		H71		Customer	\$76.00		
Concern	General Concern 1 [Customer states water leak right door (install soseal)]							
Cause	leaking through right door muck sealon a pillar							
Correction	replaced seal and water tested/ verified repair							
Part Number						Qty.	Unit Price	Ext. Price
68170003AA						1	\$1.33	\$1.33
						Parts Total...		\$1.33
						Line Total...		\$77.33

Warranty Claim Type: W	Authorization Code:	Service Cont No:	Totals
			Amount
		Labor	\$76.00
		Parts	\$1.33
		supplies fee	\$3.80
		SalesTax	\$4.87
		TOTAL CREDIT CARD	\$86.00

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.

CUSTOMER SIGNATURE

WATERFRONT JEEP
 525 DON KNOTTS BLVD
 MORGANTOWN WV 26501
 304 292 4823

"THE JEEP STORE" A DIFFERENT KIND OF DEALERSHIP!

*APT 10-22
 8AM*

MORGANTOWN, WV		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		1C4AJWBG2C1	50920	50920	10/06/15 07:58	10/06/15	
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2012 JEEP WRANGLER S (ORANGE)					01958	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
							Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		SALESPERSON	
				MICHAEL BOLYARD (MB)		MOORE	

SERVICE HOURS: MON THRU FRI 7AM-6PM * SATURDAY 8-2:30 WE ARE YOUR SOURCE FOR TIRES, TOOLS GOODYEAR - MICHELIN - UNIROYAL - BF GOODRICH ONE STOP SHOPPING CAN SAVE MONEY!

THANK YOU FOR GIVING US THE OPPORTUNITY TO SERVE YOU. WE APPRECIATE YOUR BUSINESS AND THE CONFIDENCE YOU HAVE PLACED IN US.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount																									
A *	VIP36		H96		Customer	\$8.00																									
Concern Oil Change [4], Pennzoil Conventional Motor Oil																															
Correction PERFORM LUBE OIL AND FILTER CHECK ALL FLUID LEVELS AND ADJUST TIRE PRESSURES																															
<table border="1"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Qty.</th> <th>Unit Price</th> <th>Ext. Price</th> </tr> </thead> <tbody> <tr> <td>68055890AA</td> <td>MOPAR5W-20SN</td> <td>6</td> <td>\$3.21</td> <td>\$19.26</td> </tr> <tr> <td>68079744AD</td> <td>FILTER ENGIN</td> <td>1</td> <td>\$9.69</td> <td>\$9.69</td> </tr> <tr> <td colspan="4">Parts Total...</td> <td>\$28.95</td> </tr> <tr> <td colspan="4">Line Total...</td> <td>\$36.95</td> </tr> </tbody> </table>							Part Number	Description	Qty.	Unit Price	Ext. Price	68055890AA	MOPAR5W-20SN	6	\$3.21	\$19.26	68079744AD	FILTER ENGIN	1	\$9.69	\$9.69	Parts Total...				\$28.95	Line Total...				\$36.95
Part Number	Description	Qty.	Unit Price	Ext. Price																											
68055890AA	MOPAR5W-20SN	6	\$3.21	\$19.26																											
68079744AD	FILTER ENGIN	1	\$9.69	\$9.69																											
Parts Total...				\$28.95																											
Line Total...				\$36.95																											
B *	MULTI		H96		Customer	\$0.00																									
Concern Multi-point inspection (according to maintenance interval)																															
Correction COMPLETED MULTI POINT																															
Line Total...						\$0.00																									
C *	GC1		H96		Customer	\$0.00																									
Concern General Concern 1 [Customer states PASSENGER SIDE LEAKING. PLEASE CHECK AND ADVISE]																															
Correction NEEDS SEAL P&L 96.33 PLUS TAX																															
Line Total...						\$0.00																									

