

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) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148			
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		Date Received 18-DEC-2015 APR 01 2016		Repository ☐	
OWNER INFORMATION (Type or Print)							
Name		[REDACTED]		Daytime Telephone Number		E-mail Address	
Address		[REDACTED]		Evening Telephone Number		[REDACTED]	
City		POMPTON LAKES		State		NJ	
Zip Code							
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	
1J4GL58K73W [REDACTED]				JEEP		LIBERTY	
Date Purchased		Dealer's Name and Telephone Number		Engine:		Model Year	
12/3/13		HAWTHORNE CHEVROLET (973) 427-1560		No: Cylinders		2003	
Original Owner		Dealer's City		State		Fuel Type:	
☐		HAWTHORNE		NJ		GASOLINE	
Zip Code				6			
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:	
Automatic		☒ Cruise Control				Incident Date(s)	
						06-FEB-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 140000 AIR BAGS + N46 / NHTSA 13V-252						Failure Mileage	
"FUEL TANK"						77000	
						Failure Speed	
						0	
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			Failure Location:		
		☐ Prior Repair					
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		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No				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 WRANGLER. THE CONTACT STATED THAT THE AIR BAG WARNING LIGHT ILLUMINATED INTERMITTENTLY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. 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 FAILURE. THE FAILURE MILEAGE WAS 77,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.							
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 to 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.							

Additional comments...

Fiat Chrysler entered into a consent order with NHTSA on July 24, 2015. Attachment B "Target Performance Obligations", Number 13 (page 32) states, "FCA US shall notify owners within 30 calendar days after the execution of this consent order in regards to the recall".

The original NHTSA recall for 15V-046 was February 6, 2016. The consent order was signed July 24, 2015. My first notice for NHTSA recall 15V-046 was February 8, 2016! My vehicle was finally repaired several days later on February 19, 2016 at Precision Jeep, 1341 Route 23 South, Butler, NJ 07405 (973) 838-6808.

In regards to NHTSA recall 13V-252 (Gas Tank), the consent order states that FCA US will give an unrestricted gift card in the amount of \$100.00 when the vehicle is brought in for inspection. Also FCA US shall also, in addition, include an offer that, should the owner prefer in lieu of accepting the remedy, the owner may trade in the vehicle and receive a trade-in incentive of \$1,000.00 over fair market value of the vehicle.

As for NHTSA recall 13V-252 I have never been notified nor has my vehicle been inspected. I have never been afforded an opportunity at either of the recall remedies that were offered by FCA US.

My first complaint is the FCA US exceeded a reasonable amount of time for the recall repair (NHTSA 15V-046), in addition to never notifying me of the additional recall (NHTSA 13V-252) and its remedies. I also would like to add an additional complaint of FCA US notification practices of how it handles recalls which are not up to acceptable industry standards and a grossly unacceptable.

Thank you,

