

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 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 APR 01 2016 20-JAN-2016		Repository ☐ Reference No. 10821187	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
TROY		MI			
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	
114GL58K12W		JEEP		LIBERTY	
Model Year		Engine:		Fuel Type:	
2002		No. Cylinders			
Date Purchased		Dealer's Name and Telephone Number		Engine:	
5-12-2004		ROCHESTER HILLS		No. Cylinders	
Original Owner		Dealer's City		State	
☒		ROCHESTER HILLS		MI	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes ☐ Cruise Control					
Incident Date(s)		20-APR-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					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ 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* TAKATA RECALL. THE CONTACT OWNS A 2002 JEEP LIBERTY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V046000 (AIR BAGS). THE DEALER WAS UNABLE TO SUPPLY THE PART BEYOND A REASONABLE TIME FRAME. THE DEALER DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS CONTACTED AND COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE CONTACT'S VEHICLE WOULD RECEIVE THE RECALL REPAIR. 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)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

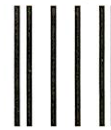
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



METROPLEX
MI 480
07 MAR '16
PM 10:1



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**



safercar.gov

**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

ROCHESTER HILLS

CHRYSLER ■ JEEP ■ DODGE

SERVICE INVOICE



1301 SOUTH ROCHESTER ROAD • ROCHESTER HILLS, MICHIGAN 48307
PHONE (248) 652-9650 FAX (248) 652-8710

DEALER REG. NO.

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MATTHEW HUGGINS	215	TAG NO. [REDACTED]	INVOICE DATE 02/02/16	INVOICE NO. [REDACTED]
[REDACTED] TROY, MI [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 24,593	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 02/JEEP/LIBERTY/4WD LIMITED			DELIVERY DATE 06/03/02	DELIVERY MILES
	VEHICLE I.D. NO. 1 J 4 G L 5 8 K 1 2 W			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 02/02/16
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300) COMPANY AUTHORIZED REPRESENTATIVE			

LABOR & PARTS

J# 1 02CHZ GENERAL ADJ HOURS: TECH(S):618 WARRANTY
S.O.PART IN
R06 RECALL
INSTALLED ORC PER RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	CBSZR061-AA	MODULE OC 08035034			
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

J# 2 26CHZ99P VEH CHECK UP HOURS: TECH(S):618 0.00
COURTESY VEHICLE CHECK-UP
SEE YOUR ADVISOR IF YOU HAVE ANY QUESTIONS ABOUT YOUR CHECK UP

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

TECHNICIAN CERTIFICATION
618 JEFFREY HAWKINS M225759

TOTALS

*****	TOTAL LABOR....	0.00
CASH [] CHECK []	TOTAL PARTS....	0.00
VISA [] MASTERCARD [] DISCOVER [] AMEX	TOTAL SUBLET...	0.00
OTHER [] CHARGE/AR []	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

Chrysler will be emailing you a survey regarding your service today. If you can't score us a 10 on recommending Rochester Hills Chrysler as your dealer, please contact your service advisor or service management immediately. Your complete satisfaction is our goal. Thank You for your business.

CUSTOMER SIGNATURE