

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	Repository ☐
16-FEB-2016	Reference No. 10836336
MAR 30 2016	
Daytime Telephone Number	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)			
Name			
Address			
City	State	Zip Code	
BLACKWOOD	NJ		

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
1J4GW48SX2C		JEEP	GRAND CHEROKEE	2002
Date Purchased	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) 01-APR-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed
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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* THE CONTACT OWNS A 2002 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 15V046000 (AIR BAGS) WAS RECEIVED IN APRIL OF 2014. AFTER CONTACTING THE DEALER ON MULTIPLE OCCASIONS, THE CONTACT WAS INFORMED THAT THE PARTS NEEDED TO REPAIR THE VEHICLE WERE STILL NOT AVAILABLE AND NO ESTIMATED TIME FOR RECEIVING THE PARTS COULD BE GIVEN. 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 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.

IMPORTANT SAFETY RECALL

R06 / NHTSA 15V-046

This notice applies to your vehicle (VIN: 1J4GW48SX2C [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.



CHRYSLER

DODGE



Jeep



SRT

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(888) 826-7522

www.meautogroup.com

CHRYSLER

Recall complete

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
BLACKWOOD NJ [REDACTED]		1J4GW48SX2C [REDACTED]		189168		03/22/16		[REDACTED]	
YEAR		MAKE		MODEL		COLOR		TAG NO.	
02		JEEP		GRAND CHER		GRAPHITE		[REDACTED]	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
[REDACTED]		[REDACTED]		-		-		[REDACTED]	
PROD. DATE		GRV. ADV.		TERMS					
00/00/00		821		CASH					
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN	
[REDACTED]		00/00/00		[REDACTED]		189167		03/21/16	
IN-SERV. DATE		00/00/00							

LINE	OP. CODE	FAIL. CD	TRCH.	HOURE/QT	TYPE	AMOUNT
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A *
Com Multi-point inspection (according to maintenance interval)
Cau 16 POINT COURTESY CHECK OF VEHICLE TO BE COMPLETED AT THIS TIME
Cor MULTI-POINT INSPECTION COMPLETED AT THIS TIME
0116 C86

Line Total.....

B *
Com Recall / CSN 1 [Recall R06]
Cor Safety Recall R06 - Occupant Restraint Control Module - Replace
Replace ORC Module (WJ Models) (2 - Skilled) / Replace
1 08R06183 C86 W
CBSZR065AA MODULE OCCUP 1 W

Line Total.....

C +
Com Customer states Perform recall N47
Cor Safety Recall N47 - Rear Structural Enhancement - Inspect Inspect
Vehicle for Trailer Hitch in Service Drive (1 - Semi-Skilled) /
Inspect

1 13N47181 C86

Line Total.....

CUSTOMER COPY - PAGE 01

Printed: 03/22/2016 @ 11:26

STATEMENT OF DISCLAIMER

*4M 3-22-16 Veh. comp. 52
11⁰⁰ a.m.*

CUSTOMER SIGNATURE

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER/DODGE IN THE NEXT
FEW DAYS EITHER BY PHONE OR EMAIL. IF FOR ANY REASON YOU CAN NOT GIVE US A
SCORE OF "10" (COMPLETELY SATISFIED) PLEASE CONTACT THE SERVICE DEPARTMENT AT
MT. EPHRAIM CHRYSLER/DODGE IMMEDIATELY. YOUR SATISFACTION IS ALWAYS OUR
NUMBER 1 CONCERN. THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE HERE AT
MT. EPHRAIM CHRYSLER/DODGE. (856) 931-2780

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

3-23-16

Thank you very
much for your
attention to this
matter. I feel much
safer now.

We are thinking about
a new Jeep and I
no longer have any
concerns about this.
Thank you, [REDACTED]



(888) 826-7522
www.mcautogroup.com

CHRYSLER

Recall info.

[REDACTED] BLACKWOOD NJ [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1J4GW48SX2C [REDACTED]		189168	03/22/16	[REDACTED]
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		02	JEEP	GRAND CHER	GRAPHITE	[REDACTED]
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
		[REDACTED]	- - -		00/00/00	821
				TERMS		
				CASH		
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN SERV. DATE	
	00/00/00		189167	03/21/16	00/00/00	

LINE	OP. CODE	FAIL. CD	TRCH.	HOURS/DY	TYPE	AMOUNT
------	----------	----------	-------	----------	------	--------

Warranty Claim Type: W

Authorization Code:

TOTAL-CUSTOMER

NoCharge

*Repaired & returned
3-22-16 @*

CUSTOMER COPY - PAGE 02

Printed: 03/22/2016 @ 11:26

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CUSTOMER SIGNATURE

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R06 / NHTSA 15V-046

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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>.

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Customer Services / Field Operations
FCA US LLC

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Electronic Service Requested

IMPORTANT!

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



BLACKWOOD, NJ

038180



038180/#69739/R06

Corporate
-800-992-1997

10-19-15 11:55 AM

spoke w/ Amanda

someone will get back to me
(no call received)

*no one returned
call. Called again 1-19-16*

1-19-15 8:30 AM

spoke w/ Amanda (put on hold, no answer)

1-19-15 w/ Amanda, told someone will
call me back - no call again



EPHRAIM
CHRYSLER DODGE

(888) 826-7522

www.mecautogroup.com

Chrysler LX
Jack Horse Pike
NJ 08059

VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
1J4GW48SX2C		182411	04/14/14	
YEAR		MAKE	MODEL	COLOR
02	JEEP	GRAND CHER	GRAPHITE	
CUST. NO.		LICENSE	HOME PHONE	WORK PHONE
STOCK NO.		PROD. DATE	SERV. ADV.	TERMS
		00/00/00	623	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN
	00/00/00		182410	04/14/14
IN-SERV. DATE		Chris Mechanics		
LINE	OP. CODE	FAIL. CD	TECH.	HOURS/QTY
TYPE				
AMOUNT				

A *
Com Customer states please perform service under open recall
Cor Module, Occupant Restraint Controller - Install Install ORC Module
Jumper Harness (WJ Models) (2 - Skilled) / Install
1 08M35183 A15 W
CBXTM353AB WIRING JUMPE 1 W
Line Total.....

B *
Com 16 POINT COURTESY CHECK OF VEHICLE TO BE COMPLETED AT THIS TIME
Cor MULTI-POINT INSPECTION COMPLETED AT THIS TIME
0116P A15
Line Total.....

Warranty Claim Type: W Authorization Code:
TOTAL-CUSTOMER NoCharge

spoke w/ 8:30 AM
Amanda 1-19-16

CUSTOMER COPY - PAGE 01

Printed: 04/14/2014 @ 11:14

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CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (878)