

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 5 U.S.C. 552(B)(6)	
		Date Received 16-MAR-2016 MAY 10 2016		Repository ☐ Reference No. 10849948	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
APACHE JUNCTION		AZ			
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
1J4AA2D19AL			JEEP		WRANGLER
Date Purchased		Dealer's Name and Telephone Number		Engine:	
MAY 2013		AIRPARK CHRYSLER, DODGE, JEEP		No: Cylinders	
Original Owner		Dealer's City		State	
☐		SCOTTSDALE		AZ	
		Zip Code		6	
		REG.			
Transmission Type		☒ Antilock Brakes		Powertrain	
AUTO		☒ Cruise Control		SPORT 4 WHEEL DRIVE	
		Multiple Failure: AIRBAG		Incident Date(s)	
		CRUISE CONTROL		16-MAR-2015	
		HORN			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS				Failure Mileage	
CLOCK SPRING 0805001 HORN INOPERABLE				60000	
PART NO. 5156106-AD CRUISE INOPERABLE				Failure Speed	
SEE COMMENTS BELOW					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
COOPER		DISCOVERER ATP		LT 265/70R17	
DOT No. (Example: DOTM19ABC036)		☐ 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	
☐ Yes ☒ No		☐ Yes ☒ No		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 2010 JEEP WRANGLER. WHEN THE VEHICLE WAS STARTED, THE AIR BAG WARNING INDICATOR REMAINED ILLUMINATED. ALSO, THE HORN DID NOT SOUND WHEN IT WAS PRESSED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE TPM AND THE CLOCK SPRING MALFUNCTIONED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS APPROXIMATELY 60,000.					
SEE ATTACHED BILL TO REPLACE A CLOCKSPrING WITH INTERNAL OPEN AND NEEDED TO BE REPLACED. DEFECTIVE PART RETURNED TO OWNER. THIS IS A SAFETY PROBLEM AND SHOULD HAVE BEEN REPLACED BY SUPPLIER.					
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)

CONTINUED FROM OTHER SIDE

THIS WAS REPORTED TO CHRYSLER 3 TIMES AT (877-426-5337)
TO WHICH THEY RESPONDED VIA EMAIL RE: PROBLEM ASKING FOR
FEEDBACK TO THE CONVERSATION WE HAD. NOTHING WAS KEPT IN
WRITING AS WE DIDN'T THINK WE WOULD GET ANY FEED BACK.
WE FIGURED WE WERE LOW ON THE TOTUM POLE, UNTIL WE
HEARD OF OTHERS HAVING THE SAME PROBLEM.

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

PERMIT NO.

AZ 852

27 APR '16

PM 8 L



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, 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



6130 E. Auto Park Dr.
Mesa, Arizona 85206
480-830-8001

CUSTOMER NO.	AMBER MCFARLAND	892	TAG NO	3639	INVOICE DATE	04/06/16
LABOR RATE	LICENSE NO.	MILEAGE	66,590	COLOR	STOCK NO.	
TOY/MAKE/MODEL				DELIVERY DATE	DELIVERY MILES	
10/JEEP/WRANGLER/2DR 4WD X				SELLING DEALER NO.	PRODUCTION DATE	
VEHICLE NO				04/06/16		
F.T.E. NO.				P.O. NO.		
BUSINESS PHONE				COMMENTS		
				MO: 66591		

JOB# 1 CHARGES

LABOR-----
1 08CHZ ELECTRICAL TECH(S):1440 183.00
CS AIRBAG LIGHT IS ON HORN INOP AND CRUISE INOP ADVISE
FOUND CLOCKSPRING HAS AN INTERNAL OPEN AND WILL NEED
TO BE REPLACED.
REPLACED CLOCKSPRING. NOW OK.
REPAIR VERIFIED BY ATL.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 5156106-AD CLKSPRING 08015001 290.85
TOTAL - PARTS 290.85

JOB# 1 TOTALS-----
LABOR 183.00
PARTS 290.85

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 473.85

JOB# 2 CHARGES

LABOR-----
2 75CZSSRNTAL DRAC RENTALS TECH(S):100 WARRANTY
SUPERSTITION SPRINGS RENTAL VEHICLE

G.O.G. & SUPPLIES-----
1.0 RENTAL @ /UNIT TOTAL - GOG WARRANTY
0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
3 01CHZG0 QUALITY INSPECTION TECH(S):1440 0.00
COMPLIMENTARY QUALITY VEHICLE INSPECTION
COMPLETE VEHICLE INSPECTION
SEE ATTACHED SHEET FOR RECOMMENDATIONS.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR-----
4 01CHZ031 ESSENTIAL CARE LOF TECH(S):1440 WARRANTY
SERVICE CONTRACT ESSENTIAL CARE LUBE, OIL AND FILTER
CHANGE OIL AND FILTER, LUBE CHASSIS AS REQUIRED. TOP OFF
FLUIDS AND ADJUST TIRE PRESSURES AS NECESSARY.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 4105409-AC FILTER EN 09057006 WARRANTY
6 PKOIL OIL WARRANTY
6 68258687-AA OIL 5W20 01081090 WARRANTY

LIMITED WARRANTY
AS IS THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.