



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

08-JUN-2016

Repository ☐

Reference No.
10873282

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City DENAIR State CA Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

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
ZACCJBBDT0FP [REDACTED] Make JEEP Model RENEGADE Model Year 2015
Date Purchased March 1st 2016 Dealer's Name and Telephone Number Turlock Chrysler Dodge Jeep 1-209-250-5800 Engine: No: Cylinders 4 Fuel Type: reg
Original Owner ☒ Dealer's City Turlock, CA State CA Zip Code 95382
Transmission Type ☒ Antilock Brakes Powertrain Multiple Failure: Many - Incident Date(s) 01-MAY-2016
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 162600 STRUCTURE: BODY:
HATCHBACK/LIFTGATE
also had key far Now 7-3-2016 hatchback again Failure Mileage 2000 Failure Speed 30

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 2015 JEEP RENEGADE. THE CONTACT STATED THAT THE KEY ENTRY WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT A MODULE IN THE DASHBOARD NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. ALSO, WHILE DRIVING 30 MPH, THE HATCH BACK OPENED INDEPENDENTLY. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE IT WAS DIAGNOSED THAT A COMPUTER IN THE REAR OF THE VEHICLE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, AFTER THE REPAIR, THE KEY FAILED TO COMMUNICATE WITH THE VEHICLE. THE TECHNICIAN STATED THAT A NEW KEY NEEDED TO BE ORDERED. THE VEHICLE WAS NOT REPAIRED DUE TO THE PART BEING UNAVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 2,000.

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)

first it was Key far
then back hatch back
Again hatch back
on June 20 2016
leaving Sacramento airport
could not get back hatch to shut (July 3rd 2016)
drove home with it rattling open and bouncing

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

SACRAMENTO
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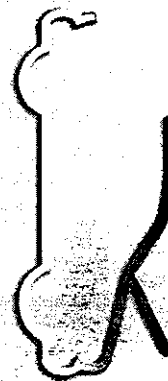
WASHINGTON, DC

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



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U.S. Department of Transportation
National Highway Traffic Safety Administration

