



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

Date Received	Repository <input type="checkbox"/>
10-AUG-2016 SEP 15 2016	Reference No. 10894856

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	NEW CASTLE	State	PA
Zip Code	[REDACTED]		

Daytime Telephone Number	E-mail Address
[REDACTED]	[REDACTED]
Evening Telephone Number	[REDACTED]

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 1C4RJFAG2FC [REDACTED]	Make JEEP	Model GRAND CHEROKEE	Model Year 2015
Date Purchased July 22, 2015	Dealer's Name and Telephone Number Benven Co. Dodge Chrysler		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City Chippewa, PA	State PA	Fuel Type: gasoline 89octane
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain All wheel drive	Multiple Failure: Incident Date(s) 01-APR-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)	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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 GRAND CHEROKEE. WHEN THE CONTACT CLICKED THE FUNCTION BUTTON FOR THE HEAD LAMPS, THE FUEL LID OPENED WITHOUT WARNING. THE CONTACT CONSTANTLY HAD TO CHECK TO ENSURE THAT THE FUEL CAP DOOR WAS CLOSED DUE TO THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 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 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)

I am sending you all the information I have relevant to my complaint. Issue has not been resolved nor have I been contacted further by Jeep Corp. w/ this matter.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

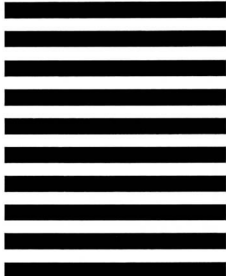
National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



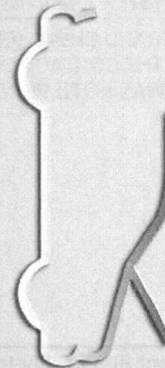
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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

XFINITY Connect



+ Font Size -

FCA Update Case#: [Redacted]

From : CAC Case Manager <CAC_Case_Manager@chrysler.com>

Wed, May 18, 2016 08:54 AM

Subject : FCA Update Case#: [Redacted]

To : [Redacted]

Sincerely,
SARAH
Customer Assistance Center

Dear Customer:

Case #: [Redacted]

VIN: 1C4RJFAG2FC [Redacted]

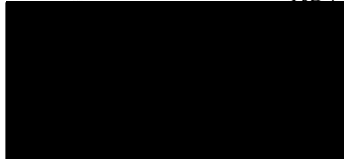
Vehicle Description: JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR

Hello this is Sarah giving you the contact information you requested. Hope you have a great day, and thank you for choosing Jeep. Customer called to complain about the vehicle design and states the location of the gas cap release switch is in a bad location. Customer states the gas cap release is located close to the switch that will turn on the lights and on numerous occasions the switch has been opened allowing water and ice to get into the gas tank area. Customer also states in the winter or cold weather the gas cap door freezes shut and cannot be released. Customer states he loves his new vehicle and is happy with the new features the Jeeps now have, he just is very unhappy with the gas cap feature and the location. Customer states there is no warning light or notification that the gas cap has been opened so on many occasions he was not aware for an extended length of time. Agent advised the customer that the complaint is documented and will be reviewed and additionally agent provided the customer with the contact information for Richard Thornton, Head of Operations - Customer Care. ***** Richard Thornton, Head of Operations - Customer Care FCA US LLC CIMS 423-04-02 800 Chrysler Drive Auburn Hills, MI 48326

To reply to this email, please use the link below:

http://chrysler.com/contactus/twowaycommunication_valdatedatakey.do?dataKey=6scVgLPG8Ja8ssv3lr23zPaQv7HL8J66uXo%3D

* I talked to "Christine" at Jeep customer care on 6/24/16 at 10:30 AM EST. she states they have 0 zero "call back" to me information, but she will send my concerns to "Sarah" & have her contact me by phone. - Sarah did not contact me.



XFINITY Connect

[Redacted]

+ Font Size -

Your recent contact to Jeep Customer Care

From : Chrysler Customer Care <CustomerCareCSI@chrysler.com>

Wed, May 25, 2016 03:20 PM

Subject : Your recent contact to Jeep Customer Care

To : [Redacted]

Reply To : Chrysler Customer Care <reply-fe9911737560017f76-142_HTML-263504317-1086796-1@chrysler-email.mar0.net>

Dear [Redacted]

Thank you for contacting Jeep Customer Care on May 18, 2016. It is important that we provide you with the best possible ownership experience. To help us do so, we invite you to complete our brief survey regarding your recent experience communicating with Sarah at Jeep Customer Care. Your feedback is a valuable tool to help improve the experiences of our customers. Your participation in the survey process is completely voluntary.

Please complete the survey at: [Redacted]

[Redacted]

If you are prompted for a password, please enter the following: [Redacted]

This survey will be available for three days.

Thanks again,

JoAnn Heck
Customer Care
FCA US LLC

Note: PLEASE DO NOT REPLY TO THIS EMAIL. Your message will not be read. Instead, please contact us by phone at the Customer Assistance Center:

- Chrysler - 800.247.9753
- Dodge - 800.423.6343
- Jeep - 877.426.5337
- Ram - 866.726.4636
- FIAT - 888.242.6342
- SRT - 855.778.8326
- Alfa Romeo - 844.253.2872

If you no longer wish to receive email communications from Jeep Customer Care please [click here](#).

FCA US LLC
1000 Chrysler Drive
Auburn Hills, MI 48326
Attention: Customer Care
CIMS 423-04-04

*Completed Survey
5/25/16 5:00pm EST
DA*

[Redacted]

5/25/2016