



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

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

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"/>
20-DEC-2016	Reference No. 10936504

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: NEW BALTIMORE State: MI Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [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 1C4NJPFA5GD [REDACTED]	Make JEEP	Model PATRIOT	Model Year 2016
Date Purchased LEASED SEPT. 2016	Dealer's Name and Telephone Number STERLING HGTS. CHRY-DODGE-JEEP, INC.		Engine: No: Cylinders 4
Original Owner <input type="checkbox"/>	Dealer's City STERLING HGTS, MICH.	State MI	Zip Code 48313
Transmission Type AUTO-MATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain AUTO-MATIC	Multiple Failure: Incident Date(s) 19-OCT-2016 ON-GOING

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage: 1700 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* THE CONTACT OWNS A 2016 JEEP PATRIOT. THE CONTACT STATED THAT THE STEERING COLUMN SWAYED AND JERKED INDEPENDENTLY. IN ADDITION, THE FRONT END OF THE VEHICLE SHOOK. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT WAS INFORMED THAT THE MANUFACTURER WAS PERFORMING AN INTERNAL INVESTIGATION REGARDING THE STEERING FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 1,700.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

DOES NOT
TRACT
TO
CENTER

THE STEERING COLUMN, (BESIDES WHAT IS NOTED ON THE DATE OF THIS COMPLAINT, 12-20-16) FAILS TO RE-VERT³ BACK ON ITS OWN AFTER MAKING A WIDE TURN AND, EVEN AFTER MAKING A NARROW TURN. YET, AT ODD TIMES, THE STEERING COLUMN WILL JERK BACK IN ATTEMPTS TO "RE-VERT" BACK. I ALWAYS HAVE TO HELP THE (WHEEL)-STEERING COLUMN.

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
450
24 MAR 17
PM 14 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
www.nhtsa.gov

3-22-17
CUPG
TO:
NHTSA
F.Y.I.

PARKWAY
CHRYSLER • DODGE • JEEP • RAM
SRT • VIPER

JOE COELING
Service Consultant

21560 Hall Road
Clinton Twp., MI 48038
jcoeling@parkwaycpj.com
www.parkwaycpj.com

Direct: (586) 954-2232
Fax: (586) 465-7261
Toll Free: 1-800-966-2426

NOTE: THE ABOVE DEALER
REFUSED TO WORK / LOOK
AT MY CAR -

I TOLD THEM I DID NOT
WANT TO GO BACK
TO THE DEALER THAT I
LEASED THE JEEP FROM -
THAT I MAY SUE THAT
DEALER -

THEN THEY TOLD ME
THAT CHRY. JEEP CUSTOMER
SERVICE TOLD (e-mailed)
THEM - NOT TO WORK
ON MY JEEP.

3-22-17
COPY

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



P.O. Box 30213
LANSING, MICHIGAN 48909

BILL SCHUETTE
ATTORNEY GENERAL

January 06, 2017

Refer to AG No. [REDACTED]

TO: NHTSA

F.Y.I.

[REDACTED]

New Baltimore, MI [REDACTED]

Rec'd 1-10-17

Dear Consumer:

RE: Sterling Heights Dodge, Inc.

Enclosed for your information is a copy of the reply we received from Sterling Heights Dodge, Inc. in response to your recent correspondence to this office.

As this response indicates, your positions are in conflict and we regret that this exchange of correspondence has not resolved your matter.

The law authorizes the Attorney General to provide legal opinions to state officials, members of the legislature, state departments and commissions, and, under certain circumstances, county prosecuting attorneys. Since your request does not fall within this framework, and since Sterling Heights Dodge, Inc. has not proposed a voluntary resolution of the matter, regrettably, we are unable to assist you further.

The information you submitted will be retained in our department files to assist us in responding to future consumer inquiries and to monitor possible patterns of unfair or deceptive business practices.

Sincerely,

Michigan Department of Attorney General
Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax

Enc.

1st NOTE: STERLING HEIGHTS DODGE-JEEP WERE CALLED SEVERAL TIMES IN THE DAYS FOLLOWING THE LEASE DATE 9-14-16 AND THEY NEVER RETURNED MY CALLS FROM 9-15-16 - 9-17-16.
2nd NOTE: ON Feb. 10, 2017, I then went to PARKWAY CHRY-DODGE-JEEP - WITH AN APPOINTMENT at 1:45 P.M., - SERVICE DEPT. MANAGER, DARRIN WINDMUTH, REFUSED TO WORK ON MY JEEP.