



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: 22-DEC-2016

Repository:

Reference No.: 10937037

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]

Address: [REDACTED]

City: BIRMINGHAM 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: 2D8HN54X79R [REDACTED]

Make: DODGE Model: GRAND CARAVAN Model Year: 2009

Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]

Original Owner:  Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Transmission Type: [REDACTED]  Antilock Brakes  Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 19-DEC-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: 82000 Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]

DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]

Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]

Seat Type: [REDACTED] Installation System: [REDACTED]

Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: [REDACTED] Number of Deaths: [REDACTED] 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\* TAKATA RECALL. THE CONTACT OWNS A 2009 DODGE GRAND CARAVAN. WHILE DRIVING, AN UNKNOWN WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ORC MODULE FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V047000 (AIR BAGS). THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 82,000.

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 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.

# S SUBURBAN

make the choice

Suburban Chrysler Dodge Jeep Ram of Troy  
 1790 Maplawn  
 Troy, MI 48084  
 Phone: 248.585.8800  
 Fax: 248.519.9431  
 www.suburbancollection.com  
 Facility Code F-162115

CUSTOMER NO.	ADVISOR <b>FRED GREGORY</b>	TAG NO. <b>12086 WQSD</b>	INVOICE DATE <b>12/21/16</b>	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE <b>82,313</b>	COLOR <b>/</b>
<b>BIRMINGHAM, MI</b>	YEAR / MAKE / MODEL <b>09/DODGE/GRAND CARAVAN (/GRAND CARAVAN</b>	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. <b>2 D 8 H N 5 4 X 7 9 R</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>12/21/16</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY <b>X</b>	MILEAGE OUT <b>MO: 82315</b>

**JOB# 1 CHARGES**

LABOR  
**J# 1 08CHZ** ELECTRICAL TECH(S):12152 66.78  
 CUSTOMER STATES THAT AIR BAG WARNING LIGHT ON  
 INSP AND FOUND ORC MODULE NOT COMMUNICATING ON CAN BUS.  
 PERFORM BATTERY DISCONNECT AND FOUND MODULE STILL DEAD.  
 RECOMMEND REPLACE ORC MODULE AND CHECK CONNECTIONS FOR  
 CORROSION. CP.5HRS

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
 COUPER LABOR PERCENTAGE COUPON -9.00  
 TOTAL - MISC -9.00

**JOB# 1 TOTALS**-----  
 LABOR 66.78  
 MISC -9.00  
**JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 57.78**

**JOB# 2 CHARGES**

LABOR  
**J# 2 11CHZA23PTINSP** MULTIPOINT INSPECT TECH(S):12152 0.00  
 PERFORM 27 POINT INSPECTION of the  
 COURTESY VEHICLE CHECK UP SUBURBAN COLLECTION  
 PERFORMED 27 POINT INSPECTION make the choice

**JOB# 2 TOTALS**-----  
**JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00**

**JOB# 3 CHARGES**

LABOR  
**J# 3+99CHZ** DECLINED SERVICES TECH(S):12152 0.00  
 DEALER RECOMMENDED REPAIRS.  
 REPAIRS NEEDED.  
 ORC MODULE INSTALLED WITH DIA=759.00(2.5)  
 PART NUMBER:68148358AA  
 TRANSMISSION COOLER LINES LEAKING=349.00(2.0)  
 TRANSMISSION SERVICE=199.99  
 TUNE UP=296.70  
 PLUG WIRES=129.95  
 FUEL SERVICE=149.95

**JOB# 3 TOTALS**-----  
**JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00**

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
**JOB # A** SS MISCELLANEOUS SUPPLIES 7.35  
 TOTAL - MISC 7.35

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$69.95 (+TAX)

**LIMITED WARRANTY**

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

**ATTENTION**

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

**X**

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 Fax: 248.519.9431  
 www.suburbancollection.com  
 Facility Code F-162115

CHRISTOPHER FLS

Case # [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR FRED GREGORY	12086	TAG NO. WQSD	INVOICE DATE 12/21/16	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 82,313	COLOR	STOCK NO.
BIRMINGHAM, MI [REDACTED]	YEAR / MAKE / MODEL 09/DODGE/GRAND CARAVAN (/GRAND CARAVAN			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 2 D 8 H N 5 4 X 7 9 R [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 12/21/16		
RES. [REDACTED]	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X	MILEAGE OUT MO: 82315	

TECHNICIAN CERTIFICATION  
 12152 CHUCK ROBERTS M244673

TOTALS-----

TOTAL LABOR....	66.78
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	7.35
TOTAL MISC DISC	-9.00
TOTAL TAX.....	0.44
<b>TOTAL INVOICE \$</b>	<b>65.57</b>

**LIMITED WARRANTY**  
 We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

**ATTENTION**  
 "This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

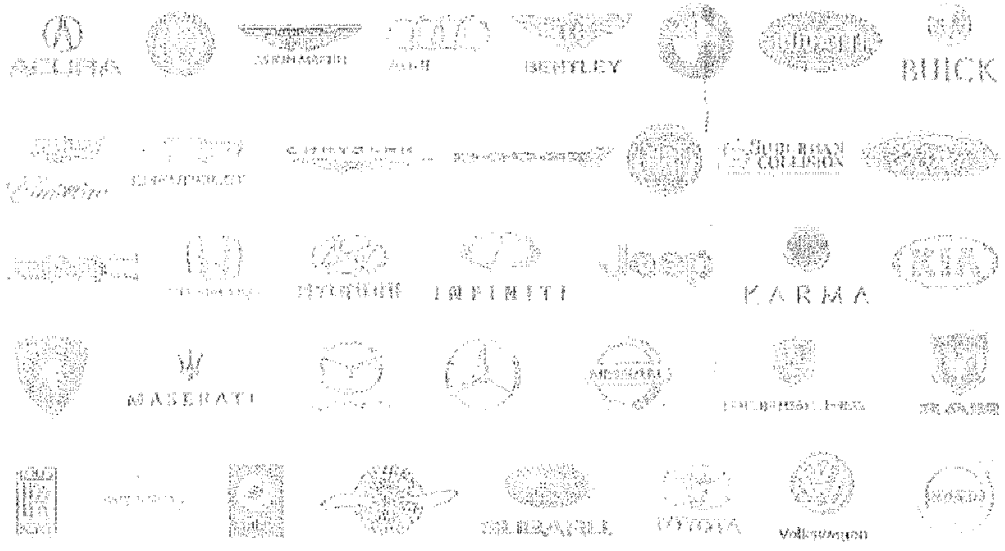
**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DISC  
 WARRANTY  
 NO CHARGE  
 DEC 21 2016  
 CUSTOMER SIGNATURE

member of the  
**S SUBURBAN COLLECTION**  
 make the choice



The Reynolds and Reynolds Company ERRANTS14E CC608129 Q (05/15)

## **Fogle, Brenda CTR (NHTSA)**

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**From:** Abbew, Margaret CTR (NHTSA)  
**Sent:** Wednesday, January 11, 2017 5:51 AM  
**To:** Fogle, Brenda CTR (NHTSA)  
**Subject:** FW: UPDATED VOQ FORM & RELATED DOCUMENTS  
**Attachments:** NHTSA FORM.pdf; 2009 GRAND CARAVAN DEALER INVOICE.pdf; S07-SAFETY RECALL NOTICE 2009 DODGE GRAND CARAVAN (1).pdf

**Sent:** Tuesday, January 10, 2017 4:27 PM

**Subject:** FW: UPDATED VOQ FORM & RELATED DOCUMENTS

Questionnaire.

**From:** [REDACTED]  
**Sent:** Tuesday, January 10, 2017 3:17 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** UPDATED VOQ FORM & RELATED DOCUMENTS

To Whom it May Concern,

I have attached an updated VOQ form along with dealer repair invoice and the S07 recall notice for vehicles of the same year, make and model as mine.

Also, I would like to include the case number ([REDACTED]) given to me by Fiat Chrysler when I call their (800)853-1403 number in December 2016 and asked them to investigate including vehicles like mine to the current recall campaign. When I called back to get an update on the status of my case on 01-09-2017, I was treated very rudely by the telephone representative and told that they **WOULD NOT** do anything about my issue.

Regards,

[REDACTED]

This notice applies to your vehicle.

[Model Year and Model]  
VIN XXXXXXXXXXXXXXXXXXXX

S07/NHTSA 16V-047

LOGO

YOUR SCHEDULING OPTIONS

VEHICLE PICTURE

- 1. RECOMMENDED OPTION**  
Call your authorized Chrysler / Dodge / Jeep / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit our Recall Website,** [recalls.mopar.com](http://recalls.mopar.com) or scan below.

QR Code

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

#### DEALERSHIP INSTRUCTIONS

Please reference Safety Recall S07.

# IMPORTANT SAFETY RECALL

## OCCUPANT RESTRAINT CONTROL MODULE

Dear [Name],

This notification is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2008-2009 Dodge Grand Caravan, Chrysler Grand Voyager, Chrysler Town & Country and 2009 Dodge Journey] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The Occupant Restraint Control (ORC) module on your vehicle <sup>[1]</sup> may experience a malfunction due to corrosion of the power supply integrated circuit. This could result in either, an illuminated airbag warning lamp with the possibility of no airbag deployment in a crash necessitating airbag deployment, or an inadvertent airbag deployment without an illuminated airbag warning lamp.

Either of these conditions could increase the risk of a crash and/or injury to front seat vehicle occupants.

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE

FCA will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will replace the Occupant Restraint Control module. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403  
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
Fiat Chrysler Automobiles US LLC



FIAT CHRYSLER AUTOMOBILES

**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] 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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [safercar.gov](http://safercar.gov).

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.