

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) AGENCY USE ONLY 100148



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

Date Received	Repository <input type="checkbox"/>
05-JAN-2017 MAR 2- 2017	Reference No. 10939902

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]		
Address	[REDACTED]		
City	FARMINGVILLE	State	NY
Zip Code	[REDACTED]		

Daytime Telephone Number	E-mail Address
[REDACTED]	
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 1J4GW48S24C [REDACTED]	Make JEEP	Model GRAND CHEROKEE	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 28-NOV-2016

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

Vehicle Component Code: 140000 AIR BAGS	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\* TAKATA RECALL. THE CONTACT OWNS A 2004 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V673000 (AIR BAGS) AND STATED THAT THE PART WAS NOT AVAILABLE WITHIN A REASONABLE TIME FRAME TO SCHEDULE THE RECALL REPAIR. ONE MONTH AGO, THE DEALER PLACED THE CONTACT ON A WAITING LIST, THE CONTACT WAS INFORMED THAT HE WAS 94TH ON THE LIST AND THAT ONLY A COUPLE OF PARTS WERE SENT DAILY TO THE DEALER. THE MANUFACTURER COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE VEHICLE WOULD RECEIVE THE RECALL REPAIR. THE CONTACT WAS NOT EXPERIENCING A FAILURE. PARTS DISTRIBUTION DISCONNECT.

REPAIRS Completed 2/16/17

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.

CUSTOMER #: [REDACTED]

\*INVOICE\*

PAGE 1

FARMINGVILLE, NY [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3874 JOSH WEINER



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	04	JEEP GRAND CHEROKEE	1J4GW48S24C [REDACTED]		119806/119807	T692	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16MAR04 DD			09:30 16JAN17		0.00	CASH	16JAN17
R.O. OPENED		READY	OPTIONS:	DLR: [REDACTED]	ENG: 4.0 Liter MPI		
07:51	16JAN17	13:41	16JAN17				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A Recall / CSN 2 [R60: Safety Recall R60 - Occupant Restraint Control Module]

CAUSE: RECALL  
 08R60183 Safety Recall R60 - Occupant Restraint Control Module - Replace Replace ORC Module (WJ/WG Models) (2 - Skilled)  
 1779 WROD 0.50 (N/C)  
 1 CBSZR065AA MODULE-OCCUPANT RESTRAINT (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 119807 RECALL 0.50 PERFORM R60 RECALL ORC MODULE

B Recall / CSN 1 [N47: CUSTOMER SATISFACTION NOTIFICATION N47 - AFTER-MARKET TRAILER HITCH INSPECTION]

CAUSE: RECALL  
 13N47182 Safety Recall N47 - Rear Structural Enhancement - Inspect or Replace Inspect and Replace Trailer Hitch (1 - Semi-Skilled)  
 1779 WROD 1.40 (N/C)  
 1 CBXTN471AA HITCH KIT-TRAILER (N/C)  
 1 CBXTN473AA BEZEL-REAR FASCIA (N/C)  
 1 CBXTN474AA BRACE-TRAILER HITCH/SKID PLATE (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 119807 RECALL 1.40 PERFORM N47 RECALL TRAILER HITCH

C COMPLIMENTARY 27 POINT INSPECTION  
 27P COMPLIMENTARY 27 POINT INSPECTION  
 1779 IRON 0.00 (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 119807 PERFORMED MULTI- POINT INSPECTION

**STATEMENT OF DISCLAIMER**

- LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 90 DAYS OR 4,000 MILES", WHICHEVER COMES FIRST CHRYSLER JEEP DODGE AUTO GROUP LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES", WHICHEVER COMES FIRST.
- FACTORY REPAIRS ARE COVERED BY THE "MANUFACTURERS LIMITED WARRANTY" AS OUTLINED IN THE OWNERS WARRANTY STATEMENT.
- ALL PARTS INSTALLED ARE FACTORY REBUILT OR NEW UNLESS OTHERWISE SPECIFIED.
- SMITH HAVEN CHRYSLER JEEP DODGE, SMITH HAVEN AUTO GROUP IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS DUE TO FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
- STORAGE CHARGES [REDACTED] AFTER WORK COMPLETION.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

CUSTOMER SIGNATURE [REDACTED]