

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>30-MAR-2017 <b>JUN 13 2017</b></p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10969527</p>			
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p> <p>[REDACTED]</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p> <p>Same</p>		<p>[REDACTED]</p>	
<p>City</p> <p>SALMOUTH</p>	<p>State</p> <p>KY</p>	<p>Zip Code</p> <p>[REDACTED]</p>		<p>[REDACTED]</p>	
<p>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).</p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>1J4GW48S14C [REDACTED]</p>		<p>Make</p> <p>JEEP</p>	<p>Model</p> <p>GRAND CHEROKEE Trail Rated</p>	<p>Model Year</p> <p>2004</p>	
<p>Date Purchased</p> <p>09/14/12</p>	<p>Dealer's Name and Telephone Number</p> <p>Advantage Motors 859-908-0183</p>		<p>Engine:</p> <p>No: Cylinders</p> <p>6</p>	<p>Fuel Type:</p> <p>Gas</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p> <p>Alexandria</p>	<p>State</p> <p>Ky</p>	<p>Zip Code</p> <p>41080</p>	<p>[REDACTED]</p>	
<p>Transmission Type</p> <p>Automatic</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p> <p>4X4</p>	<p>Multiple Failure:</p> <p>Brake Failure, Air Bag Failed</p>	<p>Incident Date(s)</p> <p>13-APR-2016</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 140000 AIR BAGS</p> <p>Failed to deploy, Seat Belt "Charge" to powerful causing injury</p>			<p>Failure Mileage</p> <p>129781</p>	<p>Failure Speed</p> <p>55</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>1</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>Y / Police Sheriff's Office</p>	
<p>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).</p> <p>Vehicle declared a total loss.</p>					
<p>TL* THE CONTACT OWNED A 2004 JEEP GRAND CHEROKEE. WHILE DRIVING 55 MPH, THE CONTACT WAS INVOLVED IN A FRONT END COLLISION. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE AIR BAGS DID NOT DEPLOY. THE CONTACT SUSTAINED INJURIES TO THE KNEE, NECK, AND CHEST DUE TO THE RETRACTED SEAT BELT. THE CONTACT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS DESTROYED AND TOWED TO A SALVAGE YARD. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 129,781.</p> <p>Received "Recall Letter" from Dodge/Chrysler Jeep exactly 30 days after the accident.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

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

See attached sheet (notebook paper)

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
**888-327-4236**



[www.nhtsa.gov](http://www.nhtsa.gov)

Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



**FCA US LLC**

CIMS 482-00-85  
PO Box 218008  
Auburn Hills MI USA 48321-8008

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE  
**PAID**  
FCA US

Electronic Service Requested

**IMPORTANT!**

# **SAFETY RECALL NOTICE**

## **IMPORTANT SAFETY RECALL INFORMATION**



U.S. Department of  
Transportation

Issued in Accordance  
With Federal Law



4C [REDACTED] R60 147919

[REDACTED]  
FALMOUTH, KY [REDACTED]



147919/#75739/R60

Received this notice on 15 May 2016, 30 days after the accident!



OCCUPANT RESTRAINT CONTROL MODULE

**IMPORTANT SAFETY RECALL**

R60 / NHTSA 15V-673

This notice applies to your vehicle (VIN: 1J4GW48S14C [redacted])

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

Dear [redacted]

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 model year Jeep Liberty vehicles and 2004 model year Jeep Grand Cherokee vehicles.

**The problem is...** The airbag system Occupant Restraint Control (ORC) module on your vehicle may experience a seatbelt pretensioner inadvertent deployment. An inadvertent deployment while driving could distract the driver and cause a crash without warning.

**What your dealer will do...** FCA will repair your vehicle free of charge. To do this, your dealer will replace the Occupant Restraint Control module. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either [fcarcalls.com](http://fcarcalls.com) or 1-800-853-1403

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to [fcarcalls.com](http://fcarcalls.com).

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 or you can mail 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.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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).

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

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): N47

Customer Services / Field Operations  
FCA US LLC

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



① My wife, [REDACTED], on 13 April 2016, was operating our 2004 Jeep Grand Cherokee Laredo, North on US Hwy 27 and was approaching the west bound intersection of [REDACTED] when she observed a vehicle in front her stopped with the left directional indicator working, showing that the stopped vehicle was making a left hand turn from US 27N onto [REDACTED].

She immediately applied the brakes on the 2004 Jeep and the pedal went suddenly all the way to the floor causing a rear end impact with the turning vehicle in front of her.

My wife was injured with diagnosed whiplash, hip and knee injuries and severe bruising, injury to her chest/breast.

The air bag failed to deploy, the charge in the seatbelt was too powerful and caused the intensive injury to her chest/breast areas. These injuries are still causing her pain and tenderness in her chest/breast even as of today (23 May 2017)

The EMT first on the scene saw

② What appeared to be brake fluid on the pavement underneath the 2004 Jeep. He (EMT Greg Pollard) stated that there were no skid marks from the Jeep.

The Jeep was declared a total loss by our insurance Co., USAA General Indemnity Co. USAA Auto Ins. Co.

EMT Greg Pollard is with the Pendleton County Ambulance Service, P.C., Search and Rescue Team, and The Falmouth / Butler Volunteer Fire departments.

We received by mail from FCA (Fiat Chrysler Automobiles) important Safety Recall, R60/NHTSA 15V-673; Occupant Restraint Control Module on 13 MAY 2016, exactly 30 days after the traffic Accident (enclosed)

Vehicle purchased at Advantage Used Cars, 8099 Alexandria Pike, Alexandria, Ky. 41001, 859-908-0183 Fax: 859-694-4052  
www.advantage-usedcars.com  
advantageusedcars@gmail.com