

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
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 04-MAY-2017 JUN 28 2017	Repository ☐ Reference No. 10983547
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City DUNLAP State IL Zip Code [REDACTED]				Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED]	E-mail Address [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 JTMZK33VX86 [REDACTED]			Make JEEP	Model WRANGLER	Model Year 2009
Date Purchased 17 Aug. 2013	Dealer's Name and Telephone Number Joe Cotton			Engine: No. Cylinders 6	Fuel Type: Gasoline
Original Owner ☐	Dealer's City Carol Stream, IL	State IL	Zip Code 60188		
Transmission Type Manual-6	☐ Antilock Brakes ☐ Cruise Control	Powertrain 4WD	Multiple Failure:	Incident Date(s) 10-MAY-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)	☐ 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* TAKATA RECALL. THE CONTACT OWNS A 2009 JEEP WRANGLER. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 16V352000 (AIR BAGS) AND 16V29000 (AIR BAGS); HOWEVER, THE CONTACT WAS UNABLE TO GET THE RECALL REMEDIED DUE TO THE DEALER'S REFUSAL. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE DEALER WAS CONTACTED AND REFUSED TO DO THE REPAIR DUE TO NOT BEING COMPENSATED BY THE MANUFACTURER. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND PROVIDED CASE NUMBER [REDACTED] . THE CONTACT WAS INFORMED THAT ONCE THE VEHICLE WAS IMPORTED INTO THE UNITED STATES, THE RECALLS WERE FORFEITED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.					
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.					

Sam Leman

CHRYSLER



Jeep

DODGE



RAM

KNOW YOUR VEHICLE™

FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

[REDACTED]
[REDACTED]
DUNLAP, IL [REDACTED]
[REDACTED]

Jan Bonak
Service Consultant

F. Tucker
Certified Technician

YOUR VEHICLE

Year 2009	Make Jeep	Model Wrangler	Engine Type 3.8L V6 1 OHV (MFI)
Odometer 82,339	VIN # 1J4GA59109L [REDACTED]	License #	Date 5/4/2017



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ 2. CUSTOMER STATES VEHICLE POPS OUT OF FIRST GEAR-CK/ADV
- ✓ 3. CUSTOMER STATES AIRBAG LIGHT ON



Package Results

Sam Leman Inspection (2)

Failed Task	Observation	Recommendation	Done
Check horn operation	AIRBAG LIGHT ON	• DIAG AIRBAG CONCERN WITH LOAD TOOL • REPLACE DRIVERS AIRBAG	✓

Cautioned Task	Observation	Recommendation	Done
Transmission (if equipped with dipstick)	DIAG TRANS CONCERN	• DIAG TRANS PROBLEM. • COULD NOT DUPLICATE AT THIS TIME	✓
Coolant recovery reservoir	REC. COOLANT FLUSH PER MAINT. SCHED.	REC. COOLANT FLUSH, 5 YEAR COOLANT, 100K MILE	

Passed Task	Observation	Recommendation	Done
	8/32" or greater		
	Found fluid level low - filled washer fluid		
	8/32" or greater		
	8/32" or greater		
	8/32" or greater		
	Set all tire pressures to manufacture specifications		
	All tires wearing normally - Inspect next service visit		
	8mm or greater		
	8mm or greater		
	All brakes wearing normally - Inspect next service visit		
	Battery passes performance test		

RO#

Sam Leman Dodge City - Peoria

1801 W. Pioneer Parkway Peoria, IL • (309) 692-1801 • www.samlemanpeoria.com

Passed Tasks

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> ✓ Measure LF tire tread depth ✓ Power steering ✓ Measure RF tire tread depth ✓ Set/Adjust rear tire pressure ✓ Check headlight low beam and bright operation ✓ Check hazard light operation ✓ Inspect overall tire wear/condition ✓ Inspect overall brake wear/condition ✓ Inspect air filter ✓ Inspect all hoses and clamps ✓ Check transfer case fluid level/condition ✓ Inspect CV drive axle boots, driveshafts, and u-joints ✓ Inspect fuel injection system | <ul style="list-style-type: none"> ✓ Interior lights ✓ Engine oil ✓ Measure LR tire tread depth ✓ Check back-up light operation ✓ Check tail lamp/side marker/ license plate lights ✓ Inspect windshield wiper blades ✓ Measure front brakes ✓ Perform battery test ✓ Inspect cabin/HEPA filter ✓ Inspect front differential ✓ Exhaust system components ✓ Inspect steering components | <ul style="list-style-type: none"> ✓ Window washer ✓ Brake reservoir ✓ Measure RR tire tread depth ✓ Turn signals ✓ Brake lamps ✓ Check windshield wiper/washer operation ✓ Measure rear brakes ✓ Battery condition and wear ✓ Inspect serpentine drive belts ✓ Inspect rear differential ✓ Inspect shocks, struts, and other suspension components ✓ Inspect fuel tank, lines, and connections |
|---|--|---|



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
2. CUSTOMER STATES VEHICLE POPS OUT OF FIRST GEAR-CK/ADV				X
3. CUSTOMER STATES AIRBAG LIGHT ON				X
Subtotal		\$0.00		
Inspection Recommendations	Status	Cost	Deferred	Approved
DIAG AIRBAG CONCERN WITH LOAD TOOL (AIRBAG LIGHT ON)	Fail	\$89.95		X
REPLACE DRIVERS AIRBAG (AIRBAG LIGHT ON)	Fail	\$759.70	X	
Subtotal		\$849.65	\$759.70	\$89.95
DIAG TRANS PROBLEM. (DIAG TRANS CONCERN)	Caution	\$59.95		X
COULD NOT DUPLICATE AT THIS TIME (DIAG TRANS CONCERN)	Caution	\$0.00	X	
REC. COOLANT FLUSH, 5 YEAR COOLANT, 100K MILE (REC. COOLANT FLUSH PER MAINT. SCHED.)	Caution	\$129.99	X	

RO# [REDACTED]

Inspection Recommendations	Status	Cost	Deferred	Approved
Subtotal		\$189.94	\$129.99	\$59.95
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$1,039.59	\$889.69	\$149.90
Shop Supplies				\$14.99
Tax				\$1.24
Estimate Total				\$166.13

RO#: [REDACTED]

Sam Leman's Dodge City

1801 W. Pioneer Parkway

Peoria, Illinois 61615

(309) 692-1801



CUSTOMER NO.	ADVISOR JAN	TAG NO. 674	INVOICE DATE 05/04/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 82,339	COLOR
	YEAR / MAKE / MODEL 09/JEEP/WRANGLER		DELIVERY DATE	DELIVERY MILES
DUNLAP, IL	VEHICLE I.D. NO. 1 J 4 G A 5 9 1 0 9 L		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/03/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 82340

LABOR & PARTS		TECH(S): 6066		0.00
J# 1 99D0Z16CK	MPT INSPECTION	JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 21D0ZTD	*TRANS DIAGNOIS	TECH(S): 6066	59.95	
CUSTOMER STATES VEHICLE POPS OUT OF FIRST GEAR-CK/ADV TEST DROVE MULTIPLE TIMES WITH NO ISSUES- RAISED VEHICLE AND INSPECTED LINKAGE-LOOKS GOOD- WOULD HAVE TO REMOVE TRANS TO INSPECT SYNCHROS- NO FURTHER REPAIRS				
JOB # 2 TOTAL LABOR & PARTS			59.95	
J# 3+08D0Z1	*MISC ELEC	TECH(S): 6066	89.95	
CUSTOMER STATES AIRBAG LIGHT ON DIAGNOSE WITH LOAD TOOL-SENSORS AND WIRING GOOD-WITH LOAD TOOL LIGHT GOES OUT NEEDS AIRBAG-CUSTOMER DECLINED				
JOB # 3 TOTAL LABOR & PARTS			89.95	

TECHNICIAN CERTIFICATION-----
6066 FRANK 9561

TOTALS-----			
☐ CASH	☐ CHARGE	☐ CHECK/CHECK #	
☒ VISA	☐ MASTERCARD	☐ DISCOVER	
TOTAL LABOR....		149.90	
TOTAL PARTS....		0.00	
TOTAL SUBLET....		0.00	
TOTAL G.O.G....		0.00	
TOTAL MISC CHG....		0.00	
TOTAL MISC DISC....		0.00	
TOTAL TAX.....		0.00	

TOTAL INVOICE \$ 149.90

SAM LEMANS THANKS YOU FOR YOUR BUSINESS!
YOU MAY BE RECEIVING A SURVEY FROM CHRYSLER SOON
WE WOULD APPRECIATE YOU FILLING IT OUT AND SENDING IT BACK
TO CHRYSLER. IF FOR ANY REASON YOU ARE NOT COMPLETELY
HAPPY WITH YOUR SERVICE PLEASE CONTACT YOUR SERVICE ADVISOR
AT (309) 692-1801
PLEASE VISIT OUR WEBSITE AT WWW.SAMLEMANPEORIA.COM.
PLEASE VISIT OUR WEBSITE AT WWW.SAMLEMANPEORIA.COM.

CUSTOMER SIGNATURE

5-4-17
[Signature]

DISCLAIMER OF WARRANTIES
The sellers, Sam Leman's Dodge City, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Sam Leman's Dodge City, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 96 1/2 SEC. 5-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HERE MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL.