



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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

Date Received 09-JUN-2017	Repository <input type="checkbox"/>
09-JUN-2017	Reference No. 10994152
09-JUN-2017	
Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]	

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CHEYENNE State WY Zip Code [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 1C4NJRFB8GD [REDACTED]	Make JEEP	Model PATRIOT	Model Year 2016
Date Purchased	Dealer's Name and Telephone Number Cowboy Dodge 307-634-5887	Engine: No. Cylinders 24 L	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City Cheyenne	State Wyo	Zip Code 82001
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 14-DEC-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 110000 ELECTRICAL SYSTEM	Failure Mileage 17000	Failure Speed 65
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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 checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: Kim Colorado
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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Deaths 0	Reported to Police N
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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 OWNED A 2016 JEEP PATRIOT. WHILE DRIVING 65 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT LOST CONTROL OF THE VEHICLE AND IT ROLLED OVER. THE POWER STEERING FUNCTION BECAME INOPERABLE AND THE AIR BAGS FAILED TO DEPLOY. A POLICE REPORT WAS NOT FILED. THE CONTACT SUSTAINED A MINOR ANKLE INJURY THAT DID NOT REQUIRE MEDICAL ATTENTION. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC AND WAS NOT REPAIRED. THE CONTACT WAS CONCERNED THAT THE FAILURE MENTIONED IN NHTSA CAMPAIGN NUMBER: 16V907000 (ENGINE AND ENGINE COOLING) CONTRIBUTED TO THE CRASH. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND WAS INFORMED THAT THE VEHICLE WAS NOT BEING DRIVEN AT A SPEED THAT WOULD FACILITATE THE DEPLOYMENT OF THE AIR BAGS. THE VEHICLE WAS DESTROYED. THE APPROXIMATE FAILURE MILEAGE WAS 17,000.

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 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.



FIAT CHRYSLER AUTOMOBILES

January 25, 2017

[REDACTED]
Cheyenne, WY [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4NJRFB8GD [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to FCA (Fiat Chrysler Automobiles), regarding your 2016 Jeep Patriot.

~~Naturally, we were sorry to learn of the incident and the costly damaged that occurred. We can certainly appreciate your concern regarding the operation of the air bag system in your Jeep Patriot.~~

All FCA vehicles must meet the Federal Motor Vehicle Safety Standards, as well as our own more stringent requirements. As such, the safety systems in your Ram truck are thoroughly tested and evaluated for compliance according to National Highway Traffic and Safety Administration Procedures. As you may know, any fault with the air bag system prior to the accident would have caused the air bag light to come on, and stay on, beyond the normal 5 to 10 second self-check following start-up.

We have had the opportunity to review the results of our inspection, and must advise you we believe the air bag system operated properly, and as designed in this incident. Your Jeep Patriot is equipped with a passive safety restraint system that consists of Front Air Bags, Side / Curtain Air Bags and Seat Belt Tensioners (SBT).

The front air bags are designed to supplement the protection offered by safety belts in a full frontal impact of sufficient severity. The vehicle must receive impact information (along with other electronic signals) from the front impact sensors. Your vehicle did not sustain a primary impact in the front sensor focus area.

The SBT's actuate to remove slack in the seat belts to snug the occupant into the seat at the onset of an accident. The Air Bag Control Module uses a roll rate sensor to determine the severity of a rollover event, and the appropriate response, either activate the SBT's alone, or activate the SBT's in conjunction with the side/curtain air bags. If the SBT's are sufficient to provide protection, then the side air bag deployment is not merited. ~~In your accident it was determined that only seat belt tensioner deployment was necessary.~~

~~Based on this information, we can only suggest you refer the matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.~~

Thank you for allowing us the opportunity in reviewing the matter with you.

Sincerely,

Tony Morris

Tony Morris
Special Investigations

TM/sk

This notice applies to your vehicle.

S89/NHTSA 16V-907

Jeep



YOUR SCHEDULING OPTIONS

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 or scan below.



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 S89.

IMPORTANT SAFETY RECALL

Crankshaft Camshaft Sensor Wire Harness

Dear [REDACTED]

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 2016 Model Year Jeep Patriot vehicles equipped with a 2.0L or 2.4L engine.

WHY DOES MY VEHICLE NEED REPAIRS?

The crankshaft sensor and/or camshaft sensor electrical connector terminal(s) on your vehicle ^[1] may have been improperly manufactured.

Improperly manufactured crankshaft or camshaft sensor electrical connector terminal(s) could result in an intermittent electrical connection. An intermittent electrical connection could cause a "no start" condition, the engine to stall while driving, and/or the illumination of the Malfunction Indicator Lamp (MIL). **An engine stall event while driving could cause a crash without warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will replace the crankshaft and/or camshaft electrical connector and terminals. 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 2 hours. 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**

CALIFORNIA RESIDENTS

The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

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 to submit your reimbursement request online. ^[3] 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