



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
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

Repository ☐

01-DEC-2017

Reference No.
11051751

OWNER INFORMATION (Type or Print)

Name

Address

City CRESTLINE

State CA

Zip Code

Daytime Telephone Number

E-mail Address

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

1C4NJDEB9DD

Make

JEEP

Model

COMPASS

Model Year

2013

Date Purchased

11/9/16

Dealer's Name and Telephone Number

California Motors, C

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Santa Ana

State

CA

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4x4 Drive

Multiple Failure:

Fire? cause
mal function

Incident Date(s)

24-AUG-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS; 110000 ELECTRICAL SYSTEM; 220000 SEATS

Failure Mileage

38000

Failure Speed

45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

N/A

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Left 330 W/A

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A

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). *Jeep burnt to the ground, nothing recovered*

TL* THE CONTACT OWNED A 2013 JEEP COMPASS. WHILE DRIVING APPROXIMATELY 45 MPH, THE DRIVER SAW FLAMES IN THE REARVIEW MIRROR. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS PULLED OVER AND THE DRIVER SAW FLAMES UNDERNEATH THE HOOD. THE DRIVER ATTEMPTED TO OPEN THE HOOD, BUT WAS UNABLE TO DO SO. THE FIRE DEPARTMENT WAS CALLED, BUT BEFORE THEY ARRIVED, THERE WAS A LOUD EXPLOSION AND THE VEHICLE BECAME MOMENTARILY ENGULFED IN FLAMES. THE VEHICLE WAS TOWED AND THE REMNANTS WERE TOWED TO A TOW YARD. A FIRE REPORT WAS FILED. THERE WERE NO INJURIES REPORTED. THE DEALER WAS CONTACTED (CALIFORNIA MOTORS, SANTA ANA, CA, 714-515-6100) AND STATED THAT THERE WAS NO RECALL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT AN INVESTIGATOR WOULD BE SENT OUT, BUT NO ONE SHOWED UP. THE CONTACT DID NOT RECEIVE NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V668000 (SEAT BELTS, AIR BAGS). THE FAILURE MILEAGE WAS APPROXIMATELY 38,000.

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.

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

file of the fire
tape

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

SEAL OF WASHINGTON

1000

2000

PM 61

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

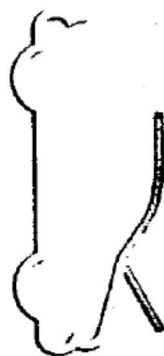
WASHINGTON, DC

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

or call:

Vehicle Safety Hotline
888-327-4236



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



24th January 20

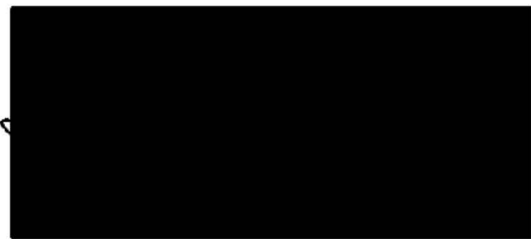
TO WHOM IT MAY CONCERN,

Jeep / Chrysler instead of taking responsibility for a malfunction on the 2013 Jeep Compass that engulfed in flames and could have trapped my son inside after the doors wouldn't open. As also affected my credit amongst the other problems caused by the event.

Not only should they pay off the existing loan but there should be extra compensation for cost's materials & stress etc.

I thank you for any
and all you can do

Sincerely



September 20, 2017

[REDACTED]
Crestline, CA [REDACTED]

Re: Cair: [REDACTED]
VIN: 1C4NJDEB9DD [REDACTED]

Dear [REDACTED]

This is in regards to the inspection that was performed on your vehicle.

We have reviewed your recent fire report with deep concern. Needless to say, we sincerely regret the unfortunate fire that occurred.

After our inspection of your vehicle, the information at hand would not permit us to associate the fire with a manufacturing or assembly error. We are sure you will appreciate, fires of this nature can and do occur for a number of reasons not associated with the manufacturing process.

In the absence of any substantiating evidence indicating that the cause of the fire was attributed to a condition existing in the vehicle when it left our manufacturing plant, we find it necessary to deny responsibility in this matter.

Thank you for calling this to our attention.

Sincerely,

J. Susalla

J. Susalla
Special Investigations
586-274-8171

JSS/sk

*Called over 20+ times with no response
and E-mailed 10 times*



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

NEF-160

Dear Consumer:

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

