INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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 ☐
12-JUN-2018 JUL 3 1 2018	Reference No. 11101368

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]		
City ALGONAC	State MI	Zip Code [redacted]	

Daytime Telephone Number	E-mail Address
[redacted]	[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	Make	Model	Model Year
1CARJEAG1DC [redacted]	JEEP	GRAND CHEROKEE	2013

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
2-13	EDDIE ACAD JEEP			No: Cylinders	
Original Owner ☒	Dealer's City POMPANO BEACH	State FL	Zip Code	6	GAS

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☒ Antilock Brakes ☒ Cruise Control			15-MAY-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 116000 ELECTRICAL SYSTEM: IGNITION	Failure Mileage	Failure Speed
	54500	

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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* THE CONTACT OWNS A 2013 JEEP GRAND CHEROKEE. WHILE THE VEHICLE WAS PARKED, IT FAILED TO START. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER (ST. CLAIR CHRYSLER JEEP DODGE RAM, 12550 S CARNEY DR., ST. CLAIR, MI 48079, (810) 329-2100) WHERE IT WAS DIAGNOSED THAT THE KEY FOB NEEDED TO BE REPLACED OR UPDATED. THE CONTACT STATED THAT THE KEY FOB WAS UPDATED, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 54,500. THE VIN WAS NOT AVAILABLE.

OVER

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.

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

CAR WOULD HAVE TROUBLE STARTING + STOPING. TWO TRIPS TO DEALER IN ST CLAIR, MI. WHERE IT WAS DIAGNOSED TWICE WITH KEY FOBS NEEDING REPROMING. KEPT DOING IT STILL HAVE ON THIRD TRIP THEY REPLACED THE WIRE ASSEMBLY BEHIND PUSH BUTTON STARTER. THAT SOLVED PROBLEM. THIS PART IS A VERY DANGEROUS ITEM. ONCE AFTER I THOUGHT THE CAR WAS STOPPED I WENT INSIDE CLOSING GARAGE DOOR. WHEN I RETURNED A HOUR LATER THE CAR WAS STILL

ATTACH ADDITIONAL SHEETS IF NECESSARY RUNNING. SEE ATTACHED SHEET

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

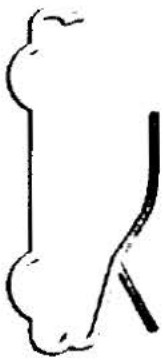
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

NHTSA
www.nhtsa.gov

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

PROBLEM CONTINUED

IF I WERE TO WANT TO DIED WITHOUT CHECKING IN GARAGE I COULD HAVE DIED FROM CARBON MONOXIDE POISIONING. AIR CONDITIONER IS LOCATED IN GARAGE. COULD OF SUCKED FUMED INTO MY BEDROOM.

THIS PART SHOULD BE ON NATIONAL RECALL. IT HAS ALL KINDS OF POTENTIAL DANGERS. (LIFE THREATENING)

Customer Number: [redacted] Invoice No: [redacted]

[redacted]

LIGHTHOUSE PT, FL

Home: [redacted] Bus: Cell:

Email: [redacted]

INVOICE
DUPLICATE 1
PAGE 1

St. Clair
CHRYSLER Jeep DODGE

1250 S. Carney Drive
St. Clair, MI 48079
Phone: (810) 329-2100
Fax: (810) 329-4586
(800) 399-7042

SERVICE ADVISOR: 659 DAVID MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	13	JEEP GRAND CHEROKEE	1C4RJEAG1DC[redacted]		55467 55467	T8055

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JAN13			11:15 05JUL18		100.00	CASH	06JUL18

R.O. OPENED	READY	OPTIONS: DLR:NONE ENG:3.6_Liter
10:34 05JUL18	11:23 06JUL18	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	Electrical/Non PCM Flashes Concern [CUSTOMER STATES THAT WILL CRANK FOR LONG PEROID WITHOUT STARTING,SOMETIMES RESTARTS AFTER SHUTTING OFF SEE HISTORY 701]							
CAUSE: B1A28 CODE DIAGNOSTICS FOR WIN MODULE								
	50	Electrical/Non PCM Flashes Concern [CUSTOMER STATES THAT WILL CRANK FOR LONG PEROID WITHOUT STARTING,SOMETIMES RESTARTS AFTER SHUTTING OFF SEE HISTORY 701]						
		701 RAINES,DANIEL M LIC#: M275632						
		CP 3.50					360.50	360.50
	1	68105739AC RECEIVER-WIRELESS IGNITION NODE			394.00	295.50	295.50	

,,,,55467 B1A28 CODE DIAGNOSTICS FOR WIN MODULE
,,,,VERIFIED CUSTOMER CONCERN WITH CODE B1A28, FOUND STAR CASE
,,,,[redacted], RELATED TO EXACT CUSTOMER CONCERN, FOUND THAT WIN MODULE
,,,,HAS FAILED AND WOULD NEED TO BE REPLACED WITH UPDATED MODULE TO CORRECT
,,,,ISSUE. REPLACED WIN MODULE AND REPROGRAMMED BOTH IGNITION KEYS.
,,,,RESTORED PROPER OPERATION.
,,,,3.5 701 DIAGNOSTICS AND REPAIR AND REPROGRAMMING

****

EST: 51.00 05JUL18 10:34 SA: 659

ST CLAIR SERVCIE TEAM SAY THANK YOU FOR TRUSTING US WITH YOUR VEHICLE NEEDS. YOU WILL BE RECIEVING A SURVEY IN YOUR EMAIL FROM CHRYSLER. PLEASE ANSWER WITH 9 OR 10'S. IF FOR SOME REASON YOU CANT PLEASE CALL YOUR SERVICE ADVISOR SO WE CAN HELP OUT.
OUR GOAL IS YOUR COMPLETE SATISFACTION

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SERVICE / PARTS

Tuesday, Wednesday, Friday	7:30 am - 6:00 pm
Monday, Thursday	7:30 am - 7:00 pm

SALES

Tuesday, Wednesday, Friday	8:30 am - 6:00 pm
Monday, Thursday	8:30 am - 8:00 pm

Repair Facility License #[redacted]

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 360.50
PARTS AMOUNT	$ 295.50
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 18.03
TOTAL CHARGES	$ 674.03
LESS INSURANCE	$ 0.00
SALES TAX	$ 18.81
PLEASE PAY THIS AMOUNT	**$ 692.84**

Customer Copy

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