



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

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

13-SEP-2018

Reference No.
11129366

OCT 23 2018

OWNER INFORMATION (Type or Print)

Name

Address

City BECKLEY

State WV

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

ZACCJABTDFP

Make

JEEP

Model

RENEGADE

Model Year

2015

Date Purchased

8-18-18

Dealer's Name and Telephone Number

Crossroads Chevrolet 304-252-1500

Engine:

No: Cylinders

4

Fuel Type:

Gasoline

unleaded

Original Owner

☐

Dealer's City

Beckley

State

WV

Zip Code

25801

Transmission Type

9speed
automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Front wheel drive

Multiple Failure: ?

SUV

Incident Date(s)

18-AUG-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

51941

Failure Speed

51950

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

0

Number of Deaths

0

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* THE CONTACT OWNS A 2015 JEEP RENEGADE. WHILE DRIVING VARIOUS SPEEDS, THE VEHICLE UNEXPECTEDLY SHIFTED INTO NEUTRAL WITHOUT WARNING. THE DEALER (SHEETS CHRYSLER JEEP DODGE RAM, 250 AUTO PLAZA DRIVE, BECKLEY, WV 25801, (304)-252-4555) WAS CONTACTED TO SCHEDULE A DIAGNOSTIC TEST. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 51,941. *the jeep was repaired at sheets jeep - I brought a copy of the recall on the internet for 2015 Renegades with a "Bu" in the VIN - it was the same symptoms that I was having - my VIN # has "BT" in it - they did repair it at "no charge" - the jeep is acting fine, now - but, I think a recall for the "BT" VIN's should be issued, also - it was a very scary experience!!* sheets jeep wanted to charge me at first, but, once the diagnostic test showed the same codes as the "Bu" recall, they didn't charge me + thanked me for bringing it in to get fixed.

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.

10-12-18

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

*please see "inside" statement - thank you!! I thought I
had to fill it in that area!* 10-12-18

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

CHARLESTON

WV 250

15 OCT '18

PM 4 L



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NECESSARY
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IN THE
UNITED STATES



BUSINESS REPLY MAIL

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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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration