

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 07-AUG-2019 OCT 30 2019	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City LODI State WI Zip Code [REDACTED]				Repository ☐	
				Reference No. 11242233	
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).				Daytime Telephone Number [REDACTED]	
				E-mail Address	
				Evening Telephone Number	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1B3HB48A79D [REDACTED]			Make DODGE	Model CALIBER	Model Year 2009
Date Purchased Nov 5th	Dealer's Name and Telephone Number 2016 Goben Cars			Engine: No: Cylinders 4 cyl	Fuel Type: Reg
Original Owner ☐	Dealer's City Middleton		State Wis	Zip Code	
Transmission Type Auto	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 24-JUL-2019
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 020000 SUSPENSION, 161000 STRUCTURE: FRAME AND MEMBERS Front & Rear Crossmembers				Failure Mileage 103000	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: Bucket		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* THE CONTACT OWNS A 2009 DODGE CALIBER. WHILE THE CONTACT WAS REPLACING THE RACK AND PINION HIMSELF, HE NOTICED THAT THE FRONT CROSSMEMBERS WERE CORRODED. THE VEHICLE WAS TAKEN TO KAYSER CHRYSLER DODGE (866 PHILLIPS BLVD, SAUK CITY, WI 53583) WHERE IT WAS DIAGNOSED THAT THE FRONT CROSSMEMBERS WERE SEVERELY RUSTED AND NEEDED REPLACEMENT. THE CONTACT ALSO RECEIVED A TECHNICAL SERVICE BULLETIN THAT EXTENDED THE FRONT AND REAR CROSSMEMBER WARRANTY ON THE VEHICLE. THE DEALER DECLINED REPAIRS BASED ON THE WARRANTY EXPIRATION DATE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 103,000.					
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.					

February 15, 2017



LODI, WI



1B3HB48A79D

Dear

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your vehicle's Front and Rear Crossmembers has been extended to 10 years/Unlimited miles. This extended Front and Rear Crossmembers warranty coverage applies to certain 2008-2012 model year Dodge Caliber, Jeep Compass and Jeep Patriot vehicles. Our records show that you either own or lease one of the vehicles affected by this warranty extension.

We are extending the Front and Rear Crossmembers warranty period because some of the affected vehicle population may experience a vibration at the steering wheel or may have been found by a technician or state vehicle inspection that the Front and/or Rear Crossmember is severely corroded. If you are experiencing this condition now or in the future, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience this condition, then your Front and Rear Crossmembers are operating correctly and no repair is necessary.**

FCA US is also authorizing a yearly inspection of your Front and Rear Crossmembers for up to 10 years. Please schedule the yearly inspection of your Front and Rear Crossmembers at an authorized FCA US dealer. A yearly inspection is not needed if your vehicle receives new Front and Rear Crossmembers.

If you have already experienced this condition and previously paid for a repair, you may be eligible to receive a reimbursement. Visit www.fcarecallreimbursement.com to submit an online reimbursement request. You may also complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt.

FCA US LLC Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-800-423-6343 (1-800-4ADodge) or 1-877-426-5337 (1-877-IAM-Jeep).

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the Front and Rear Crossmembers condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.

FCA US LLC



CHRYSLER

DODGE



Jeep



RAM



SRT