

U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>Vehicle Owner's Questionnaire</b> 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	
Name [REDACTED]		Date Received <b>AUG 13 2020</b> 18-MAY-2020		Repository <input type="checkbox"/> Reference No. 11325055	
Address [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
City DEPUTY		State IN		Zip Code [REDACTED]	
Evening Telephone Number [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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1C4BJWKG7E [REDACTED]		Make JEEP	Model WRANGLER	Model Year 2014	
Date Purchased 9/27/14	Dealer's Name and Telephone Number Daniel Jeep Dodge		Engine: No. Cylinders V6	Fuel Type: Gasoline	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Ft Wayne		State IN	Zip Code 46804	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain V6 3.8	Multiple Failure: Air bag	Incident Date(s) 26-MAR-2020	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 140000 AIR BAGS Paid Dealership to have new one installed.			Failure Mileage 7000	Failure Speed 0	
New engine Jan 2020					
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:		
Tire Component Code				Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2014 JEEP WRANGLER. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THERE WAS AN <del>ABNORMAL</del> <sup>ding</sup> NOISE COMING FROM THE INSTRUMENT PANEL. THE CONTACT STATED AIR BAG WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO BOB POYNTER CADILLAC CHEVROLET BUICK GMC LOCATED AT 1299 E TIPTON ST, SEYMOUR, IN 47274, TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE DRIVER'S FRONTAL AIR BAG NEEDED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED AS OF YET. THE MANUFACTURER WAS INFORMED OF FAILURE AND A CASE WAS FILED. THE FAILURE MILEAGE WAS APPROXIMATELY 7,000.					
7000 miles on new engine. Approx 184,000 miles from purchase of vehicle. Airbag clockspring Recall was done 9/22/18 at Bob Poynter Chrysler 1873 E Tipton, Seymour, IN 47274. JA was repaired 5/29/20. Recall 16V288000					
Warning 8/2016					
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.					

Passenger airbag recall 19V018000 2/4/2019

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

Seems to be an ongoing issue with Wrangler  
airbags. There has been a recall on both the  
airbags & clock springs. However we had to pay \$799<sup>66</sup> for  
Driver side airbag but they gave us a credit of 399<sup>83</sup>  
because hold was still on after the repair and we  
had to take it back to have clock spring replaced.  
Why do the airbags / clock springs continually go  
bad on these vehicles. Seems to be an issue  
with dust getting in them. Customer shouldn't have  
to pay a thing. 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

1200



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IN THE  
UNITED STATES



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**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**



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