

Form Approved: O.M.B. No. 2127-0008

 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 23-JUL-2020		Repository ☐ Reference No. 11341066	
		Daytime Telephone Number Evening Telephone Number		E-mail Address			
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City CHICAGO		State IL		Zip Code			
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 1C4NJRF89				Make JEEP		Model PATRIOT	
				Model Year 2016			
Date Purchased 7/26/16		Dealer's Name and Telephone Number Jack Phelan / 1708 352-5300		Engine: No: Cylinders 4		Fuel Type: Gasoline	
Original Owner ☒		Dealer's City Country side		State IL		Zip Code 60525	
Transmission Type Automatic 4 wheel Drive		☐ Antilock Brakes ☐ Cruise Control		Powertrain Included New		Multiple Failure:	
						Incident Date(s) 17-MAY-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 060000 ENGINE (PWS), 980000 UNKNOWN OR OTHER						Failure Mileage 40000	
						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:		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 OWNED A 2016 JEEP PATRIOT. THE CONTACT STATED WHILE DRIVING AT UNKNOWN SPEED SHE NOTICED SMOKE FROM THE HOOD OF THE VEHICLE. THE CONTACT STATED SHE PULLED OVER THE VEHICLE AND EXITED THE VEHICLE. THE CONTACT STATED THE VEHICLE WAS ON FIRE AND SHE COULD NOT BREATHE. THE FIRE DEPARTMENT CAME TO THE SCENE AND WAS ABLE EXTINGUISH THE FIRE. THE VEHICLE WAS TOWED TO TOWING LOT. THE VEHICLE WAS NOT TAKEN TO LOCAL DEALER FOR A DIAGNOSTIC TEST. THE VEHICLE WAS DEEMED A TOTAL LOSS. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 40,000.							
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 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.							

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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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

23-JUL-2020

Repository ☐Reference No.
11341066**OWNER INFORMATION (Type or Print)**

Name

Address

City CHICAGO

State IL

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C4NJRF89GMake
JEEPModel
PATRIOTModel Year
2016Date Purchased
7/26/16Dealer's Name and Telephone Number
JACK Phelan / 1708 352-5300Engine:
No: Cylinders
4Fuel Type:
GasolineOriginal Owner
☒Dealer's City
Country sideState
ILZip Code
60525Transmission Type
Automatic
4 wheel Drive
☐ Antilock Brakes
☐ Cruise Control
Powertrain
Included New

Multiple Failure:

Incident Date(s)
17-MAY-2020**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 060000 ENGINE (PWS), 980000 UNKNOWN OR OTHER

Failure Mileage
40000

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: DOTM9ABC036)

☐ 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

Number of Deaths

Reported to Police

N

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September 15, 2020

To Whom It May Concern:

Re:

Jeep Patriot High Altitude 2016

VIN# 1C4NJRFB9GD [REDACTED]

The morning of May 17, 2020,

While driving down a residential street, under the speed limit, approximately 10 minutes from my home, I noticed smoke coming from underneath the hood. I pulled over as soon as, I possible could. Smoke started coming through the vents. I started to gasp for air. I exited my vehicle and noticed that underneath the hood was engulfed in flames.

I called the Chicago Emergency Services. The Fire Department and Police were dispatched. The fire was extinguished and a Chicago Police Report was issued under RD# [REDACTED]

I notified Allstate my insurance company.

Co-Part Towing Company was dispatched to my location. I was informed that the vehicle was unable to be taken to an authorized Allstate claim facility, due to the fact of all businesses were closed because of the Covid Pandemic.

My vehicle was taken to a location, at 10620 South Vincennes, and subsequently towed to (Allstate Claim Center Facility), 89 East Saulk Trail, Chicago, Heights, 708-755-0606.

May 18

I contacted Allstate Claims Department and was informed Mr. Christopher Wilkerson, would be my Claim Adjuster.

My claim [REDACTED]

May 19

(Claim Adjuster) Wilkerson, requested that I send photos of the fire damage to the vehicle which I promptly submitted. (See attachment)

June 5

I received an Email from Mr. Wilkerson, stating that my claim payment had been processed. And the Lien holder Payment Details, and the vehicle was being totaled out.
(See attachment)

I had subsequent conversations with Mr. Wilkerson, at which time I was informed that he had ordered the salvaging of the vehicle without any notification to me. In addition, he, did not physically inspect the vehicle nor had the vehicle inspected to ascertain the cause of fire or a defect which contributed to the fire.

Mr. Wilkerson determined the value of my vehicle and issued a check for \$938.71.

Mr. Wilkerson, stated, that, unless there is a suspicion of tampering" (We do not request an investigation)"

July 27

I contacted Jeep Manufacture Chrysler Hotline at 1800-992-1997

I spoke with Case Manager, Ms Lorie, She gave me my case reference # [REDACTED]

July 28

I received a letter from Chrysler Special Investigation, acknowledging my claim.

(Chrysler Special Investigations)

(See attachment)

July 29

Mr. Marty Semrau, Engineering Analysis Associate, from Chrysler contacted me, regarding the lost of my vehicle. He requested information for the Police Report. I also, furnished him with additional information to contact Mr. Wilkerson.

July 30

I spoke with Mr. Semrau, who related that Mr. Wilkerson had the vehicle sold on July 24, and he was unable to conduct a proper and thorough investigation.

Mr. Semrau, mentioned that Mr. Wilkerson, was evasive, rude and generally, less than cooperative with his inquiries.

August 4

I received a letter from Mr. Wilkerson, dated July 27th, stating my claim has been resolved.

(See attached)

August 5th thru the 9th, I attempted to reach Mr. Wilkerson, without any success.

August 10

I contacted my Agent, Louis Dobbs, who arranged for a three-way phone call at which time Mr. Wilkerson answered the phone, when talking further with Mr. Wilkerson, he refused to address my situation any further.

August 11

I received an email from the FCA US LLC

(See attachment)

I also informed Jack Phelan Dodge, Dealership concerning the incident.

Listed Below are the names and numbers that were associated with my claims

My VIN # 1C4NJRFB9GD [REDACTED]
2016 Jeep Altitude

Jack Phelan Dealership
5859 South LaGrange Road
Countryside, Illinois

Chicago Police Report [REDACTED]
3510 South Michigan Avenue
Chicago, Illinois

Christopher Wilkerson
Allstate Claim Adjuster
Claim [REDACTED]
[REDACTED]

Towing Company
Co-Part Chicago South
89 East Saulk Trail
Chicago, Heights 60411
708-755-0606

Jeep Manufacture Chrysler
Hotline: 800-992-1997

Marty Semrau
Engineering Analysis Associate
for Chrysler
630-432-9760

CHICAGO POLICE DEPARTMENT
ORIGINAL CASE INCIDENT REPORT

3510 S. Michigan Avenue, Chicago, Illinois 60653
(For use by Chicago Police Department Personnel Only)
CPD-11.388(6/03)-C)

RD #: [REDACTED]
EVENT #: [REDACTED]
Case ID: [REDACTED]

CLOSED NON-CRIMINAL

INCIDENT

IUCR: 5090 - Non-Criminal - Damage To Personal Property - Fire / Explosion

Occurrence [REDACTED]
Location: Chicago IL
259 - Vehicle Non-Commercial

Beat: 0511

Unit Assigned: 0511
RO Arrival Date: 17 May 2020 07:00
Fire Related Incident

Occurrence Date: 17 May 2020 06:46

VICTIM - Individual

NON OFFENDER

Name: [REDACTED]
Res: [REDACTED]
Chicago IL
[REDACTED]

Beat: 0531

Beat: 5100

Sobriety: Sober

Demographics

DOB: [REDACTED]
Age: [REDACTED]
Birth Place: Illinois
DLN: [REDACTED]

INJURIES

Injury Info (ANTHONY, Rose - Victim)

Responding Unit:

DOMESTIC INFO

OTHER

Miscellaneous

Victim Information Provided

Flash Message Sent ? No

VEHICLE

Vehicle #1

Vehicle: 2016 American Motors Corporation
(Amc) - Other (Explain In Narrative) -
Automobile

Damaged? Yes

Owner: [REDACTED]

Style: Truck

Possessor/User: [REDACTED]

Color-Top/Bottom: Black/Black

Theft From? No

Towed? No

VIN#: 1C4NJRFB9G [REDACTED]

Burned? No

License Plate #: [REDACTED] Idaho -
Passenger Car

Destroyed? No

Expires: 01-July-2020

Recovered? No

Stolen? No

From: Allstate Insurance allstate@service01.email-allstate.com
Subject: Allstate Claim [REDACTED]
Date: May 19, 2020 at 1:24:50 PM
To: [REDACTED]

Good afternoon [REDACTED]

Thank you for taking the time to speak with me today regarding the claim for your 2016 Jeep Patriot. Please reply to this email with photos of the damage to your vehicle. If you have several photos please send them 3-4 per email to avoid a kick back for too large of an attachment in your email. Please let me know if you have any additional questions or concerns.

Thank you,

CHRISTOPHER WILKERSON
Allstate Fire and Casualty Insurance Company
Phone: (952) 975-3217
Fax: (866) 447-4293
claims@claims.allstate.com

CONFIDENTIALITY/PRIVACY NOTICE: This e-mail, including any attachments, may contain personal, private and confidential information intended solely for use by the individual to whom it is addressed. If you are not the intended addressee, please be aware that any dissemination, distribution or copying of this e-mail is strictly prohibited. If you received this message in error, please notify the sender immediately by e-mail and delete from your system.

**** Please do not delete your unique Conversation ID ****

*** Conversation ID: [REDACTED] **

P_CLAIMS_EOB7B_FREEFORMTEXT_T







From: Allstate Insurance allstate@service01.email-allstate.com
Subject: Allstate Claim [REDACTED]
Date: Jun 5, 2020 at 1:44:44 AM
To: [REDACTED]

Hello!

This email is to advise you that your claim payment has been processed.
Please allow 5-7 business days to receive.

Lienholder Payment Details:

In payment for Comprehensive for Date of Loss 5/17/2020..

#VALUE!

Lienholder: * BANK OF AMERICA

Account # [REDACTED]

Customer Payment Details:

In payment for Comprehensive for Date of Loss 5/17/2020..

#VALUE!

Payee: * [REDACTED]

Claim # [REDACTED]

'Please mail Title and/or Total Loss Paperwork to: IL - CHICAGO SOUTH (YARD 81)
89 E. SAUK TRAIL
CHICAGO HEIGHTS, IL 60411
United States

Phone # [REDACTED]
[REDACTED]

Copart Lot#: [REDACTED]

If you have any questions, feel free to call us at 866-851-8500.

Thank you,

TL Customer Specialist - ABO WG
Allstate Fire and Casualty Insurance Company
Phone: (866) 851-8500
claims@claims.allstate.com

CONFIDENTIALITY/PRIVACY NOTICE: This e-mail, including any attachments, may contain personal, private and confidential information intended solely for use by the individual to whom it is addressed. If you are not the intended addressee, please be aware that any dissemination, distribution or copying of this e-mail is strictly prohibited. If you received this message in error, please notify the sender

From: M012022 S Chryslersi@fcagroup.com
Subject: VIN: GD [REDACTED] 2016 Jeep Patriot FCA Case: [REDACTED]
Date: Jul 28, 2020 at 3:00:12 PM
To: [REDACTED]

This will acknowledge your recent contact to Fiat Chrysler Automobiles (FCA).

We were sorry to learn of this incident. Your claim is currently under review. Should a physical inspection of your vehicle be necessary, you will hear shortly from a representative of our inspection company, Engineering Analysis Associates. They will provide further details about the inspection scheduling. Our investigation process can average from 10-14 business days, although some take longer. Substitute transportation is not provided by FCA during this time. If you have not already done so, we recommend you also notify your insurance company, as they have primary responsibility in these types of incidents. Should you have any further questions during the investigation, please reply by email.

Thank you for bringing this to our attention, and allowing us the opportunity to properly look into this.

Special Investigations

FCA

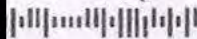
FIAT CHRYSLER AUTOMOBILES



Allstate
You're in good hands.

Chicagoland Auto
PO BOX 660636
DALLAS TX 75266-0636

Received Letter Aug 4th



CHICAGO IL [REDACTED]

July 27, 2020

INSURED [REDACTED]

DATE OF LOSS: May 17, 2020

CLAIM NUMBER: [REDACTED]

PHONE NUMBER: 800-869-0510

FAX NUMBER: 866-447-4293

OFFICE HOURS:

Re: We've Resolved Your Claim

Dear [REDACTED]

We want to let you know that we have resolved your claim. Thank you for your cooperation and patience during the claim process. Your assistance went a long way in helping us resolve your loss.

At Allstate Fire and Casualty Insurance Company, we are proud of our reputation for handling claims quickly and fairly. We hope you feel that you received fast, dependable service and that you are completely satisfied with how we handled your claim.

If you want to discuss any aspect of this case including this letter, please feel free to call me at the number listed below, and refer to your claim number.

Sincerely,

CHRISTOPHER WILKERSON

CHRISTOPHER WILKERSON

800-869-0510 Ext. 9753217

Allstate Fire and Casualty Insurance Company

Phone [REDACTED]

From: M012022 S Chryslersi@fcagroup.com
Subject: VIN: GD [REDACTED] 2016 Jeep Patriot FCA Case [REDACTED]
Date: Aug 11, 2020 at 3:01:02 PM
To: [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to FCA US LLC regarding your 2016 Jeep Patriot.

Naturally, we were sorry to learn of this incident. Please rest assured, we appreciate and share your concerns about vehicle safety. It is important for you to remember that we don't just design and build vehicles; we also drive them, as do most of our families and friends. We have some very close and personal reasons to be concerned about vehicle safety, like you, people depend on us to provide them with safe and dependable transportation.

According to the information available, the vehicle was sold, and therefore we could not perform a proper investigation. Based on this information, we suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Special Investigations

FCA

FIAT CHRYSLER AUTOMOBILES