

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#)
Subject: RE: Follow up to ODI Complaint -----11397884 -----
Date: Friday, March 12, 2021 5:58:53 PM
Attachments: [REDACTED]

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Sent from [Mail](#) for Windows 10

From: [EVOO \(NHTSA\)](#)
Sent: Thursday, March 11, 2021 9:35 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11397884 -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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

25-FEB-2021

Repository ☐

Reference No.
11397884

OWNER INFORMATION (Type or Print)

Name

Address

City

ST PETERS

State

MO

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

1D4PU5GK7AW

Make

DODGE

Model

NITRO

Model Year

2010

Date Purchased

01/25/2010

Dealer's Name and Telephone Number
MID RIVERS CHRYSLER JEEP DODGE / 636-928-8400

Engine:

No: Cylinders 6

Fuel Type:

UNLEAD

Original Owner

☒

Dealer's City

ST. PETERS

State

MO

Zip Code

63376

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

03-FEB-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 140000 AIR BAGS

Failure Mileage

35500

Failure Speed

0

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 OWNS A 2010 DODGE NITRO. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20V396000 (AIR BAGS, STEERING) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS NOT YET AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT STATED THAT AFTER HAVING A ROUTINE CHECK AT NAPLETON'S MID RIVERS CHRYSLER DODGE JEEP RAM (44951 VETERANS MEMORIAL PKWY, SAINT PETERS, MO 63376, (636) 242-1471) WHEN THE VEHICLE WAS RETURNED, THE DAB (DIGITAL AUDIO BROADCASTING) WAS NO LONGER PRESENT ON THE STEERING WHEEL. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE HOWEVER, THE CONTACT WAS INFORMED THAT PARTS WERE NOT YET AVAILABLE. THE FAILURE MILEAGE WAS APPROXIMATELY 35,500. PARTS DISTRIBUTION DISCONNECT.

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.