INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: DataQuality, DataQuality (NHTSA)
To: EVOQ (NHTSA)
Subject: FW: Follow up to ODI Complaint -----11432488-----
Date: Monday, November 15, 2021 9:43:17 AM
Attachments: [redacted]

From: [redacted]
Sent: Friday, November 12, 2021 9:35 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint -----11432488-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

The ORC Module was replaced by a Jeep dealer on 11/01/2021; Auto Land in Accident MD.
Attached are the NHTSA Vehicle Owner's Questionnaire, and the ORC replacement invoice.

Thank you,

[redacted]

CUSTOMER #: [redacted]

[redacted]

Auto Land

CHRYSLER DODGE Jeep RAM

113 S. Main Street . Accident, MD 21520
Phone: (301) 746-8181 . Fax: (301) 746-8523
SERVICE HOURS
7am - 5:30 pm Mon - Fri.
7am - 2:30 pm Sat.
www.autolandcdjr.com

INVOICE

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[redacted]
GRANTSVILLE, MD [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 35 DONALD LEWIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	03	JEEP Grand Cherokee	1J4GW48S33C[redacted]		188542/188542	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01NOV21 DD			19:00 01NOV21		0.00	CASH	01NOV21

R.O. OPENED	READY	OPTIONS: DLR:26990 ENG:4.0_Liter_MPI
13:21 01NOV21	14:11 01NOV21	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A PERFORM R06 RECALL
CAUSE: .
08R06183 REPLACE ORC MODULE
57 W (N/C)
1 CBSZR064AA 08035034N MODULE-OCCUPANT RESTRAINT (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

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WARRANTY STATEMENT: PURSUANT TO MARYLAND LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THE SALE OF CONSUMER GOODS AND SERVICES. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP. IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

*SHOP SUPPLY COSTS: We have added a charge equal to 6% of the total cost of labor and parts, not to exceed $15.00, to the Repair Order for shop supplies used in connection with this repair.

I hereby acknowledge that the Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond its control (please direct questions relating to the extent of the Dealership's responsibility or insurance coverage to a Dealership Representative). By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Manufacturer Special Policy Adjustment Programs: Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DealerCAP 2014 CDK Global, LLC (06/18) SERVICE INVOICE TYPE 2 - 2512C - "IMPLIED WARRANTY" - MD - 9599003

CUSTOMER COPY

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	Repository ☐
10-SEP-2021	Reference No. 11432488

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City: Grantsville	State: MD	ZIP Code	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	MAKE	Model	Model Year
1J4GW48S33C	JEEP	GRAND CHEROKEE	2003

Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
	Accident Garage 3017468181			
Original Owner ☐	Dealer's City Accident	STATE MD / ZIP Code 21520		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 10-SEP-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 140000 AIR BAGS	Failure Mileage 0.0	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: DOTMAL 9ABC036)	☐ Original Requirement ☐ 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), Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(s), Crash(es), 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).

Takata recall. The contact owns a 2003 Jeep Grand Cherokee. The contact received notification of NHTSA Campaign Number: 15V046000 (Air Bags) however, the part to do the recall repair was unavailable. The vehicle was taken to the local dealer who stated the parts were not available and on backorder. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The manufacturer was not notified. The contact had not experienced a failure. Parts distribution disconnect.

Update: the part was received by the dealer and the repair was completed on 11/01/2021.

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.