



[NAME]  
[STREET]  
[CITY], [STATE] [ZIP]



**PLEASE DO NOT DISCARD! THIS IS PART OF A FEDERAL GOVERNMENT INVESTIGATION  
SEEKING INFORMATION ABOUT A POSSIBLE SAFETY DEFECT ON DODGE JOURNEYS.**

Please separate and retain the upper portion of this page for your records. Then complete the survey, fold, and tape the lower half of this page with the Vehicle Research and Test Center (VRTC) address and prepaid postage visible and return this correspondence.

1. Have you ever had issues unlocking your doors or opening them?  YES  NO  
2. Have you ever had issues rolling down your windows?  YES  NO

If yes to 1 or 2, please explain: \_\_\_\_\_

3. Have any of the vehicle's electrical systems activated without your input or failed to activate (e.g., locks, wipers)?  YES  NO

If yes, please explain: \_\_\_\_\_

4. If yes to 3, under which of these conditions have these electrical issues occurred:  
 While driving  Parked, engine on  Accessory position (i.e., ONLY electronics on)  Engine off

5. Was your vehicle serviced or repaired to address any of the concerns mentioned in 1 through 3?  YES  NO  
If yes, completed by:  Dealer  Third Party  Self  Other \_\_\_\_\_

6. Have any under-hood components been damaged due to fire or melting?  
If yes, please explain: \_\_\_\_\_

7. Are you aware of any injuries, crashes, damage, or fires that resulted from these issues?  YES  NO  
If yes, please explain: \_\_\_\_\_

8. Approximate mileage when issue occurred: \_\_\_\_\_ Approximate current mileage: \_\_\_\_\_

If we may contact you regarding your responses, please provide the following

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Any additional comments are welcome: \_\_\_\_\_

[BATCHID]

Dear Owner of a Dodge Journey,

The Vehicle Research and Test Center and the Office of Defects Investigation, both offices of the National Highway Traffic Safety Administration (NHTSA), an agency within the United States Department of Transportation that makes determinations regarding safety recalls, are researching complaints regarding inoperative door locks and windows that may prevent vehicle occupants from exiting the vehicle during an emergency (**Investigation EA24-003**).

As a listed owner, you can help with this investigation by answering the questions found on the reverse side of this page. The return postage is prepaid, and your completion of this survey will assist us in understanding the problems that owners may be experiencing. Questions or concerns about this survey and investigation can be directed to **937-666-3252** or at the email below. For additional information regarding this investigation, see <https://www.nhtsa.gov/recalls?nhtsaId=EA24-003>. Your participation is voluntary. If you wish to opt out of this or have your name removed from our database, please indicate this in the comments section or call us at the number provided above.

Thank you,

**Josh Weston**

Safety Investigation Engineer  
 Vehicle Research and Test Center  
 National Highway Traffic Safety Administration  
 United States Department of Transportation  
 Josh.Weston@dot.gov

Privacy Act of 1974 Notice: NHTSA is requesting this information pursuant to 49 U.S.C. Chapter 301. Responding to this questionnaire is purely voluntary. NHTSA will use responses to help it determine whether a vehicle manufacturer should take appropriate action to correct a safety defect. NHTSA may share information provided by you with vehicle manufacturers during an investigation or recall and/or otherwise in accordance with the routine uses described in the agency's System of Records Notice (see 69 FR 53971 (Sept. 3, 2004)).



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Please detach here and return survey portion of the page.

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FOLD LINE

VRTC POSTAGE HERE

**United States Department of Transportation  
 National Highway Traffic Safety Administration  
 Vehicle Research and Test Center  
 Attention: Josh Weston  
 P.O. Box B37  
 East Liberty, Ohio 43319**