



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 1375

Date Received

Repository ☐

2003 MAR 27 PM 1:11
104 FEB 2003

Reference No.
10006806

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

City

PATASKALA

State

OH

Zip Code

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

VEHICLE INFORMATION

17 digit vehicle Identification Number Located at bottom of windshield on driver's side

1J4GZ78SXVC726466

Make

JEEP

Model

GRAND CHEROKEE

Model Year

1997

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

gas

Original Owner

Dealer's City

State

Zip Code

6

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

176100 LATCHES/LOCKS/LINKAGES:HOOD:LATCH

☒ Cruise Control

4 wheel drive

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08-FEB-2003

Failure Mileage

75580

Failure Speed

65

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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).

THE HOOD LATCH FAILED WHICH CAUSED THE HOOD TO OPEN AND CRACKED THE WINDSHIELD. *JB RELATED INVESTIGATION EA-02-029.

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 a authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses 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.

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

On Feb. 9th, 2003 I was traveling on I270 in Columbus, Ohio when my the hood on my Jeep Grand Cherokee flew up struck the roof of my vehicle & stayed. I was able to pull off the roadway without having or causing any accidents. My rate of speed at the time was approx 65 mph. I had it towed home and on the following took it into Bob Caldwell Chrysler-Jeep. I called the Chrysler Customer Service Dept and they sent an Engineer out to inspect it. In a very brief explanation, I recieved a letter stated "safety and hood latch not properly lubricated." My owner's manual lists what lubricant to use but does not mention at what intervals to lubricate at. I had my Jeep at the same dealer body shop for damage to left front fender and doors, I'm sure the hood was open several times and no mention was made of hood or safety latch. These repairs occurred on November 26th, 2002.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Continued

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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(DASH) & DOT



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Enclosed is a copy of the invoice from the body shop of the repairs made.

It shows they replaced the hood latch. Why would they do that if according to a Chrysler engineer all it needed was lubricated?

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**