



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 100145

Date Received

2001 MAR 15 PM 3:13
22-btc-2003

Repository

Reference No.
10051913

OWNER INFORMATION (Type or Print)

Name

Address

City

VIRGINIA BEACH

State

VA

Zip Code

Daytime Telephone Number

E-mail Address

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 2.17.04 MAN

VEHICLE INFORMATION

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

1J4FT6854x _____

Make

JEEP

Model

CHEROKEE

Model Year

1999

Date Purchased

28 OCT 1998

Dealer's Name and Telephone Number

HAM AUTO MALL (757) 498-2357

Engine:

No. Cylinders 6

Fuel Type:

REG

Original Owner

Dealer's City

VA BEACH

State

VA

Zip Code

23452

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

138000 VISIBILITY:DEFROSTER/DEFOGGER SYSTEM

Multiple Failure: 5, 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-MAR-2000

Failure Mileage

61226

Failure Speed

SEE ATTACHED FORMS

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: DOTM15ABC036)

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

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).

DEFROSTER FAILED. AS A RESULT, VISIBILITY WAS IMPAIRED. *AK

THE DEFROSTER HAS FAILED SEVEN TIMES SINCE PURCHASING THE VEHICLE. CURRENTLY IT IS STILL BROKEN.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.

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RO No: 421377 Opened: 28NOV03 Closed: 28NOV03 Mileage: 60799

Line Code: A Booker: 1593 Comeback: N

Complaint: AIRBAG LIGHT ON

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1408	1522	CJR	RACM		REPLACED AIRBAG CONTROL MODULE

... 2 of 11 ...

RO No: 395855 Opened: 07JAN03 Closed: 07JAN03 Mileage: 53257

Line Code: A Booker: 2555 Comeback: N

Complaint: K7 VIP RE-INSPECTION

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1408	2555	ISJE	K7		CHECKED BY QCS L.C.

Line Code: B Booker: 562 Comeback: N

Complaint: CUST STATES DEFROST CONTROLS DO NOT WORK

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1408	1538	CJM	NC		INSPECT AND SECURE LOOSE DEFROST ACTUATO OR LEVER

... 3 of 11 ...

Press return to continue, S# for story, or E to exit:

11916405

RO No: 371536 Opened: 19MAR02 Closed: 19MAR02 Mileage: 41632

Line Code: A Booker: 583 Comeback: N

Complaint: AV3 TIRE ROTATION(4) AND COMPUTER BALANCE(4)

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1962	1565	CJM	AV3		TIRE ROTATION(4) AND COMPUTER BALANCE(4)

Line Code: B Booker: 583 Comeback: N

Complaint: AV1 LUBE,OIL AND FILTER SERVICE

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1962	1565	CJM	AV1		LUBE,OIL AND FILTER SERVICE

Line Code: C Booker: 583 Comeback: N

Complaint: CUST STATES RT FRONT WINDOW DOES NOT WORK - ADVISE

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
1962	1565	CJR	RWR		REPLACE WINDOW REGULATOR

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RO No: 380788 Opened: 06NOV01 Closed: 08NOV01 Mileage: 38058

Line Code: A Booker: 2555 Comeback: N

Complaint: K7 VIP RE-INSPECTION

Press return to continue, B to page back, S# for story, or E to exit:

RO No: 305608 Opened: 16MAR00 Closed: 16MAR00 Mileage: 16281

Line Code: A Booker: 583 Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1408 1569 GJM AV1 LUBE,OIL AND FILTER SERVICE

Line Code: B Booker: 583 Comeback: N

Complaint: AV3 TIRE ROTATION(4) AND COMPUTER BALANCE(4)

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1408 1569 GJM AV3 TIRE ROTATION(4) AND COMPUTER BALANCE(4)

Line Code: C Booker: 583 Comeback: N

Complaint: CUST STATES DEFROSTER DOES NOT ALWAYS WORK / /

Cause: DEFROST ACTUATOR LEVER SEPARATED FROM CONTROL PANEL

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
1408 1569 WJP 24501000 D&A AS NECESSARY, REINSTALLED AND SECURE
ED DEFROST ACTUATOR LEVER

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RO No: 274724 Opened: 24APR99 Closed: 26APR99 Mileage: 4702

Line Code: A Booker: 1587 Comeback: N

Complaint: AV1 LUBE,OIL AND FILTER SERVICE

Cause:

Press return to continue, B to page back, S# for story, or E to exit:

**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).**