



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 100192

Date Received: 2004 JAN 15 PM 7:07  
07-JAN-2004  
Repository   
Reference No. 10053604

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: AGOURA HILLS State: CA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]  
E-mail Address: [Redacted]  
Facsimile Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 7/11/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FAFP34P01 [Redacted]  
Make: JEEP Model: GRAND CHEROKEE Model Year: 2001  
Date Purchased: 8-05 Dealer's Name and Telephone Number: Shauer Jeep  
Original Owner:  Dealer's City: THOUSAND OAKS State: CA Zip Code: 91362  
Engine: No. Cylinders: 6 Fuel Type: 89  
Transmission Type: [Redacted]  Antilock Brakes Powertrain: [Redacted]  
 Cruise Control Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING:ENGINE  
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): [Redacted] Failure Mileage: 30000 Failure Speed: 70  
TRANSMISSION FAILED @ 30000  
CRANK SHAFT BROKE @ 69000 MILES

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/B5R15): [Redacted]  
DOT No. (Example: DOTMALBABC03B): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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).

CONSUMER COMPLAINED ABOUT AN ENGINE PROBLEM. WHILE DRIVING ON THE FREEWAY AT APPROXIMATELY 70 MPH VEHICLE ABRUPTLY LOST POWER. ALSO, TRANSMISSION FAILED WHEN VEHICLE HAD ONLY 30,000 MILES ON IT. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

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

THIS HAS TAKEN ME MANY MONTHS TO THINK ABOUT THIS WITHOUT CRYING, SO I KEPT PUTTING IT OFF. THIS IS MY 2ND JEEP I DON'T BELIEVE OVER ALL CHRYSLER MANUFACTURES DEFECTIVE CARS. HOWEVER IT IS IMPOSSIBLE TO BE 100%. UNFORTUNATELY, THIS JEEP UNLIKE MY FIRST ONE, WAS VERY VERY DEFECTIVE. I BELIEVE THAT WHEN MY TRANSMISSION FROZE WHILE ON THE FREEWAY, MOSTLY LIKELY CAUSED DAMAGE TO THE ENGINE. SO WHILE DRIVING IN THE LEFT HAND LANE ON THE FREEWAY 60,000 MILES THE CAR SIMPLY FROZE AND SHUT DOWN. CARS WERE COMING AT ME FROM ALL DIRECTIONS AND I DO BELIEVE IF IT WERE AT NIGHT I WOULD HAVE LOST MY LIFE OR WOULD HAVE BEEN SERIOUSLY INJURED. MY CAR WAS CALLED IN FOR REPAIRS FROM A RECALL, I WAS AT A CUSTOMER ONCE AND IT LOCKED UP AND WOULD STOP. ~~CONTINUE ON SEPARATE SHEET~~ CONTINUE ON SEPARATE SHEET IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20580

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAILING UNIT, 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



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4238

DOT Auto Safety Hotline (DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
<http://www.nhtsa.gov>

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

THIS HAS TAKEN ME MANY MONTHS TO THINK ABOUT THIS WITHOUT  
 CRYING, SO I KEPT PUTTING IT OFF. THIS IS MY 2ND JEEP I DON'T  
 BELIEVE OVER ALL CRUISER MANUFACTURES DEFECTIVE CARS. HOWEVER  
 IT IS IMPOSSIBLE TO BE 100%. UNFORTUNATELY THIS JEEP WAS  
 MY FIRST ONE, WAS VERY VERY DEFECTIVE. I BELIEVE THAT  
 MY TRANSMISSION FROZE WHILE ON THE FREEWAY, MOSTLY LIKELY  
 CAUSED DAMAGE TO THE ENGINE. SO WHILE DRIVING IN THE  
 LEFT HAND LANE ON THE FREEWAY 60,000 MILES THE CAR SIM  
 FROZE AND SHUT DOWN. CARS WERE COMING AT ME FROM  
 DIRECTIONS AND I DO BELIEVE IF IT WERE AT NIGHT I WOULD  
 HAVE LOST MY LIFE OR WOULD HAVE BEEN SERIOUSLY INJURED.  
 MY CAR WAS CALLED IN FOR REPAIRS FROM A RECALL. I WAS AT A  
 CUSTOMER ONCE AND IT LOCKED UP AND WOULD STOP. ATTACH ADDITIONAL SHEETS IF NEEDED  
 CONTINUE ON SEPARATE SHEET

CONTINUE:

I HAD IT TOWED, ONLY TO BE TOWED  
to KIRBY JEEP OF OXNARD THAT THERE WAS  
NOTHING WRONG WITH MY CAR. IT HAS  
TAKEN ME THIS LONG TO DEAL WITH  
THIS BECAUSE IT CAUSES ME ALOT OF  
ANXIETY I KEEP FLASHBACKING TO  
THE DAY THE CAR DIED ON THE FREEWAY.  
I DECIDED I HAD TO DEAL WITH THIS  
BECAUSE I'M NOW BEING HARRASSED  
TO PAY OFF THE BALANCE OF THE CAR  
TO CHRYSLER FINANCIAL. I CANNOT DO  
THAT, I WAS TOLD BY THE JEEP DEALER  
IN SHERMAN OAKS IT WOULD COST ME  
4-5,000 DOLLARS TO FIX MY CAR IF THE  
CRANK SHAFT WAS BROKEN, THEY SAID  
THEY WOULD CHARGE ME 500.00 JUST  
TO CHECK IT. I WAS PAST MY 36,000 MILE  
WARRANTY. SO I VOLUNTARILY TURN MY  
CAR OVER TO THEM. I AM NOT A PERSON  
OF MEANS IT WAS ALL I COULD DO TO  
MAKE MY CAR PAYMENT. AGAIN I DELAYED  
DEALING WITH THIS I'M A LITTLE FISH  
AND I REALLY FELT LIKE THERE WAS NO ONE  
TO REALLY HELP ME. I JUST DON'T KNOW  
WHAT TO DO. PLEASE HELP ME IF YOU CAN.

Sincerely

