

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 335</p>	
<p>Date Received: 2004 MAR 17 AM 11:08</p>		<p>Repository <input type="checkbox"/></p>		<p>Reference No. 10081080</p>	
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name: [REDACTED]</p>		<p>Daytime Telephone Number: [REDACTED]</p>		<p>E-mail Address: N/A</p>	
<p>Address: [REDACTED]</p>		<p>City: RUSHVILLE State: IN Zip Code: [REDACTED]</p>		<p>Signature of Owner: [REDACTED] Date: 3/18/04</p>	
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO</p>					
<p>Signature of Owner: [REDACTED] Date: 3/18/04</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1J4FF68S3XL602492</p>		<p>Make: JEEP Model: CHEROKEE SPORT</p>		<p>Model Year: 1999</p>	
<p>Date Purchased: 3/29/04</p>		<p>Dealer's Name and Telephone Number: ACRA MOTORS 765-932-2447</p>		<p>Engine: 4.0 Fuel Type: GAS</p>	
<p>Original Owner: <input checked="" type="checkbox"/></p>		<p>Dealer's City: RUSHVILLE State: IN Zip Code: 46173</p>		<p>No. of Cylinders: 6</p>	
<p>Transmission Type: AUTOMATIC</p>		<p>Powertrain: 4.0 LITER AUTOMATIC TRANS. TRAC LOX 4WD.</p>		<p>Vehicle Component Code: 133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS</p>	
<p><input checked="" type="checkbox"/> Antilock Brakes</p>		<p><input checked="" type="checkbox"/> Cruise Control</p>		<p>Multiple Failure: 1 - 2</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Incident Date(s): 3/11/04, 2/27/04</p>		<p>Failure Mileage: 17144</p>		<p>Failure Speed: 55 MPH</p>	
<p>Failure Description: BOTH FRONT POWER WINDOW REGULATORS, STEEL CABLES BROKE</p>					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make: N/A</p>		<p>Tire Model (Name or Number):</p>		<p>Tire Size (Example P215/65R15):</p>	
<p>DOT No. (Example: DOTM1BABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location: N/A</p>	
<p>Tire Component Code:</p>		<p>Tire Failure Type: N/A</p>		<p></p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make: N/A</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type: N/A</p>		<p>Installation System:</p>		<p></p>	
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION</p>					
<p>(Please describe in detail the incident(s), Federal, Criminal, and/or Civil.)</p>					
<p>Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured: NONE</p>	
<p>Number of Deaths: NONE</p>		<p>Reported to Police: NONE</p>		<p></p>	
<p>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). REPLACED SAME PARTS</p>					
<p>WHILE DRIVING RIGHT LEFT SIDE WINDOW SUDDENLY DROPPED DOWN INTO THE DOOR. THIS PAST SATURDAY THE RIGHT SIDE WINDOW DROPPED DOWN. *AK</p>					
<p>FRONT WINDOWS LEFT AND RIGHT (( STEEL CABLES IN REGULATOR ASSYS. BROKE BOTH WINDOWS.</p>					
<p>MD660F - EXTENDED WARRANTY \$50.00 DEDUCTIBLE</p>					
<p>Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>					

EXT WARR. SERVICE CONTRACT # 12614710 EXPIRES 3/29/2005  
ACRA SERVICE MANAGER BILL DASHIELL (765)-932-2447

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

1999 JEEP CHEROKEE SPORT 4WD. 4 DOOR IN BOTH FRONT WINDOWS STEEL CABLES OF REGULATOR ASSYS. BROKE ALLOWING POWER WINDOWS TO DROP INTO DOOR CASING. SERVICE MANAGER SEEMS TO THINK CABLE ASSYS. MANUFACTURED IN MEXICO AND COULD BE SUB STANDARD OR FAULTY BACK DOOR WINDOWS STILL INTACT. BOTH FRONT WINDOW REGULATORS REPLACED REPLACEMENTS APPEARED IDENTICAL TO FAULTY REGULATORS. I AM CONCERNED ABOUT REAR DOOR REGULATORS AND THE FRONT REPLACEMENTS, POSSIBLE ALL 4 DOOR WINDOWS DROPPING AT SAME TIME IN BAD WEATHER AND WITHOUT WARNING, AT ANY TIME.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**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>

**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).**