



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 100181

Date Received

08-MAR-2004

Repository ☐

Reference No.
10061686

OWNER INFORMATION (Type or Print)

Name

Address

City

RICHMOND

State

VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of a signature, please print your name or address to the vehicle manufacturer.
Signature of Owner *[Signature]* Date *3/22/04*

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1J4GW48S41C587846

Make
JEEP

Model
GRAND CHEROKEE

Model Year
2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders 6

Fuel Type:

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Vehicle Component Code
061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
8-3-04
9-03

Failure Mileage
24400
26900

Failure Speed
66

PARK SENSOR
CAM SENSOR

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: DOTM48ABC036)

☐ 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

0

Number of Deaths

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).

WHILE DRIVING 65 MPH VEHICLE STALLED THIS WAS THE SECOND TIME THAT VEHICLE STALLED DUE TO THE CAM SENSORS FAILURE.
*VEHICLE WAS TAKEN TO THE DEALER, WHO REPLACED THE CAM SENSORS. *AK*

9/03- while driving approx 30-35 mph, + making turn onto interstate, vehicle cut off, leaving only the ability to coast to stop.

cut off- nears lost all power - including ability to steer, stop or accelerate.

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 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)

My 1998 Jeep had the same problem. The cruise control
was locked up and I was in the traffic jam pulling
up to a stop light. The car was not responding
properly.

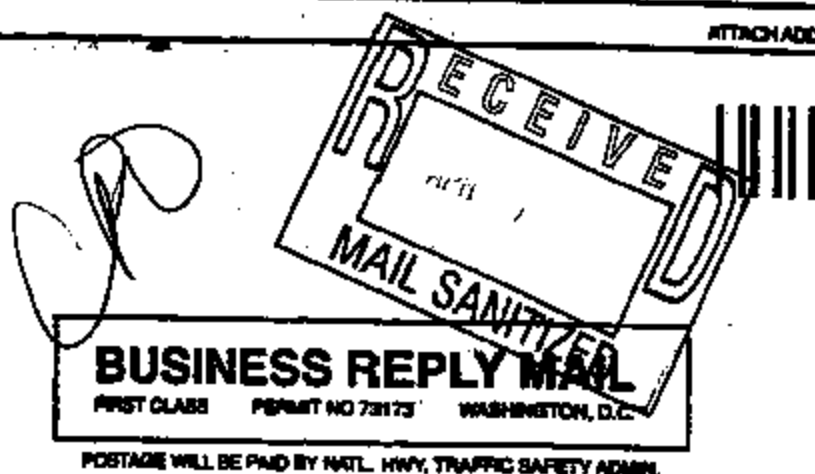
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.gov>

Vehicle Owner's
Questionnaire Addendum

Owner Information:

Reference No: 10061686

[REDACTED]
Richmond, VA [REDACTED]

Narrative Description of Incidents:

On May 5, 2004, my husband and I were driving from Richmond Virginia to Norfolk Virginia on I-64 east. About 11 miles east of Williamsburg, the car cut off in traffic. We were going about 65 miles per hour in the outside lane. My husband had to maneuver the car, with no power, across two lanes of traffic to the shoulder. Thankfully, were able to do this safely. The car was towed to Williamsburg, Va for repair. The problem was diagnosed as "oil pump drive shaft locked up causing the cam sensor to fail. The technician said that the "part was defective". The car was repaired under warranty.

In September of 2003, this same problem occurred on east bound Rt 360 in Chesterfield County Virginia, as I was making a turn onto I-88. I was able to maneuver to the car to the shoulder. However, the car did restart this time. When I took the car to Whitten Bro. Jeep, I told them about the problem. Upon checking with Whitten, they say that this complaint was not on the ticket.

Prior to this, I owned a 1988 Jeep. When we were returning from Norfolk in that Jeep, the jeep broke down in traffic when the drive shaft locked up, causing a problem with the distributor cap. Although they tried in earnest to fix the car, Whitten could not keep the car from burning oil after the repair was done. Whitten said that my only recourse was to contact Daimler Chrysler to see if they would replace the motor. I traded the 1998 in and bought the 2001.

I have tried to contact Daimler Chrysler to no avail. Their customer service department basically said that the car was repaired under warranty so I should not be concerned. The CS department would not let me talk with a manager and or supervisor and would not provide me with a name or telephone number of a regional office.

I am very concerned that Daimler Chrysler has a defective drive shaft problem and this problem has the potential of causing accidents and even deaths if not resolved.

I authorize NHTSA to provide a copy of this report to the manufacturer and to provide my name and address. Maybe then I will be able to talk with some one there. I appreciate your assistance. Please let me know how you proceed with this complaint.