



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.dhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received 25-MAY-2004 Repository ☐
Reference No. 10074315
NHTSA ID 10074315

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED] Evening Telephone Number [REDACTED]
City CHICO State CA Zip Code [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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side 114F178L81 Make JEEP Model CHEROKEE Model Year 1990
Date Purchased 6-01 Dealer's Name and Telephone Number [REDACTED] Engine No. Cylinders 6 Fuel Type GAS
Original Owner ☐ Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type [REDACTED] ☒ Antilock Brakes Powertrain [REDACTED] Vehicle Component Code 034100 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
☐ Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26-MAY-2004 Failure Mileage [REDACTED] Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) [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), condition(s), 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).

THE VEHICLE WAS PARKED WHEN THE CONSUMER NOTICED FLUID LEAKING FROM UNDERNEATH THE VEHICLE. THE CONSUMER WAS ABLE TO DRIVE THE VEHICLE TO THE DEALER FOR INSPECTION. THE MECHANIC INFORMED THE DRIVER THAT THE MASTER CYLINDER NEEDED REPLACING DUE TO WORN PARTS. PLEASE PROVIDE ANY ADDITIONAL INFORMATION. *NM

DEALER REFUSED TO ADDRESS THE RECALL PROVISIONS AND TO FULFILL THEIR OBLIGATIONS AS REQUIRED IN RECALL #02
AUTO REPAIR SHOP - REPAIR SHOP STATED TALKED TO THE DEALER AND THEY ARE 99% SURE THIS IS THE PROBLEM IN SAFETY RECALL #202. CALLED DEALER - WANT TEST OR REPAIR MY SELF

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, if a statistical summary thereof, may be used in support of the agency's action.

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



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



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

POSTAGE WILL BE PAID BY ADDRESSEE, NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 7312 WASHINGTON, D.C.

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



THE DEALER HAS REFUSED TO LOOK AT MY CREEP CHAIRS
LIMITED 1990 W/ AAS. THE DEALER REFUSES
TO ADDRESS THE RECALL PROBLEMS AND
FILL THEIR OBLIGATIONS AS REQUIRED BY
BRAIN # 702

DEALER: COURTESY MOTORS AUTO CENTER, INC.
2520 COHASSET ROAD
CHICO, CA. 95973-1307
530-395-9444

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