



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1387

Date Received 2004 SEP 29 AM 10: 21
24-AUG-2004

Repository ☐
Reference No.
10089583

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City PORT CLINTON State OH Zip Code 43452

Daytime Telephone Number _____
Evening 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 authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 9/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1J4FF48SX1L1
Make JEEP Model CHEROKEE Model Year 2001
Date Purchased _____ Dealer's Name and Telephone Number _____ Engine: No. Cylinders 6 Fuel Type: *req unclear*
Original Owner ☒ Dealer's City _____ State _____ Zip Code _____
Transmission Type ☐ Antilock Brakes ☒ Powertrain 4 WHEEL DRIVE Vehicle Component Code 140000 AIR BAGS
AUTOMATIC ☒ Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-AUG-2004 Failure Mileage 23000 Failure Speed *SPEED CONTROL - ALSO RUSTY DOOR & SCREWS*
ENGINE LIGHT - FAULT FOR TPS 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: DOTM19ABC036) ☐ 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 _____
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 CRUISE CONTROL DIDN'T SET THE SPEED WHEN ENGAGED. THE VEHICLE WAS TAKEN TO A DEALERSHIP, WHO INDICATED THAT CLOCK SPRING FAILURE CAUSED THE CRUISE CONTROL TO MALFUNCTION. THE CLOCK SPRING WILL BE REPLACED.*AK

ENGINE Light MAY GO ON FOR DAYS & OFF FOR DAYS.

FAULT FOR TPS SENSOR. TPS NEEDS REPLACED.

WE HAVE REPLACED 12 VERY RUSTY SCREWS ON ROCKER PANELS AND THE RIGHT FRONT DOOR IS RUSTING AT BOTTOM.

A FRIEND HAS SAME MODEL & YEAR W/NO PROBLEMS.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

This 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 responses 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)

The Speed Control would not set. A few days later, an engine light came on. It stays on a few days, then off a few. I understand it could cause a hazard if it starts flickering. I paid Spangler Motors, Oak Harbor WA #3 to tell me the problem. Estimate to replace was \$460.00. I have not done this yet. I leased the car in Dec 2000 at Harry Green in NV. At end of lease, I purchased it from Huntington Bank Dec 2003. The vehicle has only been driven on paved roads. As I'm also having a rust problem, I'm beginning to feel I purchased a lemon. I called Chrysler Customer Service and was told I could report this to you. Even though the warranty is gone these things should not be happening. My husband ATTACH ADDITIONAL SHEETS IF NECESSARY and I have had several cars with speed control and no problems.

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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 72173 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



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