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 241

| Date Received | Repository ☐ |
|---|---|
| 26-OCT-2004 | Reference No. 10087701 |

2004 NOV 12 PM 12:25

## OWNER INFORMATION (Type or Print)

Name [redacted]
Address [redacted]
City SAN ANTONIO | State TX | Zip Code [redacted]
Daytime Telephone Number [redacted] | E-mail Address [redacted]

Do you authorize NHTSA to forward your report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an e[redacted] NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date 11/2/04

## VEHICLE INFORMATION

| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side | Make | Model | Model Year |
|---|---|---|---|
| 1J4FT48S61L[redacted] | JEEP | CHEROKEE | 2001 |

| Date Purchased | Dealer's Name and Telephone Number | | | Engine: | Fuel Type: |
|---|---|---|---|---|---|
| 03-DEC-00 | Austin Winton Jeep | | | No. Cylinders 6 | Gas |
| Original Owner ☒ | Dealer's City San Antonio | State TX | Zip Code | | |

| Transmission Type | | Powertrain | Vehicle Component Code Clock Spring |
|---|---|---|---|
| AUTOMATIC | ☐ Antilock Brakes ☒ Cruise Control | REAR WHEEL DRIVE | 141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE |
| | | | Multiple Failure: 1 |

## FAILED COMPONENT(S)/PART(S) INFORMATION

| Incident Date(s) | Failure Mileage | Failure Speed | |
|---|---|---|---|
| 28-SEP-2004 | 21900 | | |

## 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: DOTMAL9ABC038) | ☐ 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 | Fire | Number of Persons Injured | Number of Deaths | Reported to Police |
|---|---|---|---|---|
| ☐ Yes ☒ No | ☐ Yes ☒ No | 0 | 0 | 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).

AIR BAG LIGHT ILLUMINATED WHILE DRIVING. DEALER WAS CONTACTED. *AK Clock Spring Broken which affects both Airbag and Horn.
I have talked to 2 Local Dealers. both said not covered.
I asked for Goodwill And they said None is being given Right Now. I reported this also to Chrysler Arbitration Board Case # Is [redacted]

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

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

Was Driving down road went to make a Right Hand Turn and wheel was hard to turn. The Clock Spring Snapped and Airbag Light came on. Horn also doesn't work since they Are Inner connected.

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

SAN ANTONIO TX PM

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 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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