



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 1388

Date Received

Repository ☐

12-NOV-2004

Reference No.
1008882

OWNER INFORMATION (Type or Print)

Name

Address

City COLLINS

State GA

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? ☒ YES

In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 12-11-04

VEHICLE INFORMATION

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

1J4GK48381

Make

JEEP

Model

CHEROKEE grand

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Anderson Chrysler 912 681-9246

Engine

No. Cylinders

6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

STATESBORO

State

GA

Zip Code

30458

Transmission Type

☒

Antilock Brakes

Powertrain

AUTO

☐

Cruise Control

Vehicle Component Code

133000 VISIBILITY-POWER WINDOW DEVICES AND CONTROLS

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

13-JUL-2004

Failure Mileage

61661

Failure Speed

1-28 July Driver Front window failed to operate
2-12 Sept Driver Rear window failed to operate
3-1 Nov Passenger Front window failed to operate

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: DOTM4SABC036)

☐

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).

THE FRONT/REAR WINDOWS FELL DOWN INTO THE WINDOW TRACKS. DEALERSHIP REPAIRED THE PROBLEM THREE TIMES, ~~REPAIRED~~ A COST TO THE OWNER OF APPROX \$1200.00. Apparently there is a problem with manufactured products that was used to assemble these particular automobiles.

I respectfully ask that an investigation be conducted to see if other owners ARE having same window problems.

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.

22 Year Old Female is owner of this vehicle
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Incident 1 - 28 July THE DRIVER'S FRONT WINDOW fell down into Door while
I was Traveling From GA Southern University To Home. Vehicle was
Repaired by Dealer at a cost of \$360.22. (Very Expensive)
Incident 2 - 12 Sept The Driver's REAR window was LET DOWN by a passenger and
Never would go back up. Repaired by Dealer at a cost of \$364.00.
Incident 3 - 1 NOV THE PASSENGER FRONT was Let Down by a passenger
and never would go up. I did not USE DEALER this time for repair
because I checked around and found that the Dealer was much higher
for repairs. COST to repair Incident 3 was 189.80.
Incident 2 occurred During Hurricane with No injuries but Vehicle
was Soaked by rain.

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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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

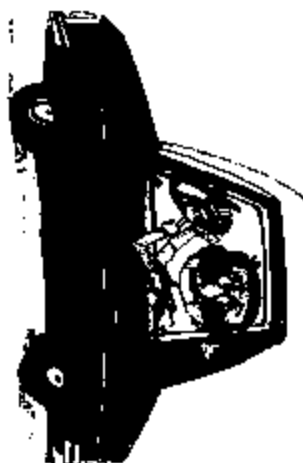
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and dial toll free at

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