



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 100148

Date Received

2007 FEB 27 AM 9:40
 17-JAN-2007

Repository

Reference No.

10178925

OWNER INFORMATION (Type or Print)

Name

Address

City

PORT JEFFERSON STATION

State NY

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 NO
 In the absence of an authorized signature, your name or address to the vehicle manufacturer.

Signature of Owner

Date

2/2/07

VEHICLE INFORMATION

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

1J4GW40S

Make

JEEP

Model

GRAND CHEROKEE

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

SMITH HAVEN DOGE 631-724-4080

Engine:

No: Cylinders: 6

Fuel Type:

Gas

Original Owner

Dealer's City

ST. JAMES

State NY

Zip Code

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

221700 SEATS:FRONT ASSEMBLY:SEAT HEATER/COOLER

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10-AUG-2006

Failure Mileage

17100

Failure Speed

Heated Seat elements

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

Crash

Yes No

Fire

Yes No

Number of Persons Injured

0

Number of Deaths

0

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).

TL* - THE CONTACT STATED THAT SHE RECEIVED A RECALL LETTER CAMPAIGN # 06V197000 FOR HER 2004 JEEP GRAND CHEROKEE IN AUGUST 2006. THE RECALL IS FOR THE VEHICLE'S HEATED SEAT ELEMENT. THE CONTACT STATED THAT SHE HAS TRIED CONTACTING THE DEALERSHIP ON NUMEROUS OCCASIONS AND STILL HASN'T GOTTEN THE RECALL RESOLVED. THE CONTACT STATED THAT SHE CAN'T USE THE THERMOSTAT FOR THE SEATS, THE SEATS BECOME TOO HOT AT ANY SETTING. *JB

It took 6 months to fix this problem, I drive around with babies in this vehicle, what would of happened if there was a fire. After 6 months I called a new dealership and the car was fixed

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.

fixed immediately

Shame on Smith haven Dodge.

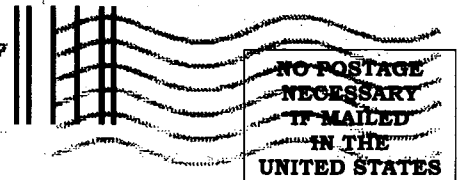
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I had to wait over 6 months to get my recall fixed. I have a baby in the car. What if something went wrong. Who would be held liable. It should have been taken care of right away.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DO
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS

LONG ISLAND NY 117
16 FEB 2007 PM 1 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov
NHTSA

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