



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 16 AM 9:40  
22-JAN-2007

Repository   
Reference No.  
10179348

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City BLOOMFIELD State MI Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of your signature, address to the vehicle manufacturer.  
Signature of Owner [Redacted] Date 2/15/2007

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1J4GW48N54 [Redacted] Make JEEP Model GRAND CHEROKEE Model Year 2004

Date Purchased 06-JUL-04 Dealer's Name and Telephone Number SHUMAN MOTOR SALES INC Engine: No: Cylinders 8 Fuel Type: Gas  
Original Owner  Dealer's City WALLEDLAKE State MI Zip Code 48390

Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 221700 SEATS:FRONT ASSEMBLY:SEAT HEATER/COOLER  
Multiple Failure: 0

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

Incident Date(s) 16-JAN-2007 Failure Mileage 30000 Failure Speed 0

**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)  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), crash(es), and injury(ies).)

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 OWNS A 2004 JEEP GRAND CHEROKEE. THE CURRENT MILEAGE IS 30,000. THE CONTACT RECEIVED RECALL NOTICE#06V197000, SEATS:FRONT ASSEMBLY:SEAT HEATER/COOLER. THE CONTACT HAS RECEIVED A BURN FROM THE CAR SEAT. THE DEALER INFORMED HIM THAT THEY ARE UNCERTAIN WHEN THE PARTS WOULD BE AVAILABLE.

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.

Narrative Description of Incident<sup>(a)</sup> Failure(s), Crash(es), and Injury(ies)

I've continued to call Shuman dealership. The same response: (HARD TO GET REPAIR PARTS!)  
I mentioned that I reported this problem to the US Dept of Transportation. Shuman's service is deplorable!  
GUESS WHAT! They had just one more repair kit.  
Maybe this is legit, the car will be repaired off 2-5-2007.  
It's not fixed yet

Sincerely,  
[Redacted Signature]

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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](http://www.safercar.gov)

or call:

Vehicle Safety Hotline

888-327-4236

[www.nhtsa.gov](http://www.nhtsa.gov)  
**NHTSA**

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