



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 MAY -4 AM 7:41
16-MAR-2007

Repository
Reference No.
10185277

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SHELBY TOWNSHIP 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?
In the absence of an Signature of Owner [REDACTED] YES NO
Date 4/7/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1J4GW48S7- [REDACTED] Make JEEP Model GRAND CHEROKEE Model Year 2004

Date Purchased 07-JAN-07 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 013000 STEERING:GEAR BOX (OTHER THAN RACK AND PINION)
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-MAR-2007 Failure Mileage 35980 Failure Speed UNDER 5MPH
STEERING BECOMING VERY HARD TURNING LEFT ONLY, DUE TO STEERING GEAR. POSSIBLY DUE TO VALVE SEAL SLIPPING OUT OF SEAL CHANNEL.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036) 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 CALLED REGARDING THE 2004 CHRYSLER JEEP GRAND CHEROKEE. THE CONTACT ATTEMPTED TO PARK, BUT THE VEHICLE LOST POWER STEERING. THE VEHICLE EVENTUALLY REGAINED THE POWER STEERING. THE DEALER/MANUFACTURER ADVISED THE CONTACT THAT THE STEERING GEAR NEEDED TO BE REPLACED. THE CONTACT STATED RECALL 03V079000 WAS FOR THE SAME FAILURE. HOWEVER THE MANUFACTURER STATED THAT THIS VEHICLE'S WAS NOT INCLUDED IN THE RECALL DUE TO THE VIN. *AK

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.