



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	Repository <input type="checkbox"/>
2008 JUL 15 AM 9:37 09 JUN 2008	Reference No. 10230354

<b>OWNER INFORMATION (Type or Print)</b>			
Name	Daytime Telephone Number		E-mail Address
Address	Evening Telephone Number		
City SEATTLE	State WA	Zip Code	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.			
Signature of Owner		Date / /	

<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1J4GW58S2XC	Make JEEP	Model GRAND CHEROKEE	Model Year 1999
Date Purchased 09/28/1998	Dealer's Name and Telephone Number Town & Country Chrysler Jeep Inc 365-3530		Engine: No. of Cylinders 6
Original Owner	Dealer's City	State	Zip Code
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Fuel Type: GAS
Vehicle Component Code: 141000 AIR BAGS:FRONTAL		Multiple Failure:	

<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Incident Date(s) 09-MAY-2008	Failure Mileage 111257	Failure Speed 0	

<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type		

<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		

<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N

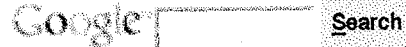
**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e; parts repaired or replaced (and if old part is available):

TL - THE CONTACT OWNS A 1999 JEEP GRAND CHEROKEE. THE AIR BAG WARNING LIGHT WOULD COMES ON INTERMITTENTLY AND IS FOLLOWED BY A BEEPING SOUND. WHEN THE DEALER WAS CONTACTED CONCERNING A SAFETY RECALL ON THE AIR BAGS, HE WAS TOLD THAT THE RECALL DOES NOT APPLY TO HIS VEHICLE IDENTIFICATION NUMBER. THERE IS A RECALL 00V105000 - AIR BAGS. THE CURRENT MILEAGE WAS 111,757, AND THE FAILURE MILEAGE WAS 111,257. THE PURCHASE DATE WAS 1999.

vehicle was repaired at Lithia Dodge Chrysler Jeep of Renton #71 refer to INVOICE.

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 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.



[Auto Recalls Home](#) > [All Vehicle Makes](#) > [JEEP](#) > [CHEROKEE](#) > [1999](#) >

**Make :** JEEP

**Model :** CHEROKEE

**Year :** 1999

**Build Dates :** 19960725 - 19990630

**NHTSA CAMPAIGN ID Number :** 00V105000

**Date Owner's Notified:**  
20000515

**Date Received by ODI:**  
20000411

**Date Added to Database:**  
20000428

**Manufacturer's Involved:** DAIMLERCHRYSLER CORPORATION

**Manufacturer's Responsible for the Recall:** DAIMLERCHRYSLER CORPORATION

**Manufacturer Campaign Number:** 860

**Component:** AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

**Potential Number Of Units Affected :** 395000

**Summary:**

VEHICLE DESCRIPTION: SPORT UTILITY VEHICLES. WATER AND/OR ROAD SALT IN THE PROXIMITY OF THE AIR BAG CONTROL MODULE COULD LEAD TO CORROSION.

**Consequence:**

SUCH CORROSION CAN LEAD TO ILLUMINATION OF THE AIR BAG WARNING LIGHT OR COULD ALLOW INADVERTENT DEPLOYMENT OF THE AIR BAGS.

**Remedy:**

DEALERS WILL REPLACE THE AIR BAG CONTROL MODULE AND LOCATE THE NEW MODULE ON THE TOP OF THE TRANSMISSION TUNNEL.

**Report Initiator:** MFR

**Vehicles Report**

**Regulation Part Number:**

**Federal Motor Vehicle Safety Standard Number:**

**Notes:**

CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATIONS AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

## **Lemon Law, Car Accident and Traffic Violation Resources**

### **Lawyers & Law Firms**

- [Car Accident Lawyers](#)
- [Traffic & DUI Attorneys](#)
- [Lemon Law Lawyers](#)

### **Auto Accident and Lemon Law Legal Articles & FAQs**

CUSTOMER #: \_\_\_\_\_

241630



AMERICA'S CAR & TRUCK STORE

INVOICE LITHIA DODGE CHRYSLER JEEP OF RENTON #71

585 RAINIER AVENUE SOUTH

RENTON, WA 98057-2412

(425) 430-1000

FAX: (425) 227-5297

SEATTLE, WA \_\_\_\_\_

PAGE 1

HOME: \_\_\_\_\_ CONT:N/A

BUS: \_\_\_\_\_ CELL: \_\_\_\_\_

SERVICE ADVISOR: 86408 JUSTIN CLANCY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	99	JEEP GRAND CHEROKEE	1J4GW58S2XC		11757/11760		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN08 IS		01JAN2008	17:00 09JUN08		0.00	CASH	09JUN08
R.O. OPENED	READY	OPTIONS:					
11:19 09JUN08	14:59 09JUN08	ENG:4.0_Liter_MPI-Unleaded					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES AIR BAG LIGHT IS ON							
ENG REPLACED CLOCKSRRING AND CLEARED CODES							
				87274		212.90	212.90
				1 56042341AE CLKSPRING	136.22	136.22	136.22
PARTS:				LABOR:	212.90	OTHER:	0.00
					TOTAL LINE A:	349.12	

11760 AIR BAG CLOCK SPRING WAS BAD THE AIR BAG CONTROLER MODULE HAD A SOTRED CODE FOR DRIVERS SIDE AIR BAG SQUIB CIRCUIT OPEN. THE CLOCK SPRING BETWEEN THE AIR BAG AND THE MODULE IN THE STEERINGCOLUMN NEEDED TO BE REPLACED. I REPLACED IT WITH A NEW CLOCK SPRING AND THEN CLEARED THE CODE, AND IT NO LONGER WAS ACTIVE OR STORED, AND THE AIR BAG LIGHT WAS OFF.

\*\*\*\*\*

B PERFORM MULTI-POINT INSPECTION							
VI PERFORM MULTI-POINT INSPECTION							
				87274	IDM		(N/C)
PARTS:				LABOR:	0.00	OTHER:	0.00
					TOTAL LINE B:	0.00	

11760 COMPLETED AIR BAG CLOCK SPRING BAD AND NEEDED REPLACING. THE REAR SWAY BAR BUSINGS AND END LINKS ARE VERY LOOSE AND WORN AND NEED REPLACING. THE VEHICLE COULD ALSO USE A TUNE UP AND F&I SERVICE. THE DRIVERS FRONT SEAT MOUNTIN BRACKET IS MISSING A BOLT AND NEEDS A BOLT PUT BACK INTO THAT SPOT TO PROPERLY SECURE THE SEAT TO THE BRACKET.

\*\*\*\*\*

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL OR PHONE, IF YOU'RE UNABLE TO MARK COMPLETELY S  
OUR SERVICE MANAGER, YOUR SATISFACTION IS OUR #1 GOAL, THANK YOU FOR CHOOSING LITHIA,  
" AMERICA'S CAR AND TRUCK STORE "

"I acknowledge notice and oral approval of an increase in the original estimated price.  Signature or initials"  STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seg. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.	ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	DESCRIPTION	TOTALS
		LABOR AMOUNT	212.90
CUSTOMER SIGNATURE	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	PARTS AMOUNT	136.22
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	349.12
		LESS INS/DED/DIS	0.00
		SALES TAX	31.42
		PLEASE PAY THIS AMOUNT	380.54

CUSTOMER COPY

LITHIA DODGE OF RENTON  
585 RAINIER AVE S  
RENTON, WA. 98057-2412

ORIGINAL I.D.: 0017340009504793234006

MERCHANT #: 9504793234

EX  
\*\*\*\*\*  
ALE

CORD #: 4 INV: 000005

TE: JUN 09, 08 TIME: 13:43

TCH: 148 AUTH: 507373

TOTAL \$380.54

VIN S LEE

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
MERCHANT AGREEMENT IF CREDIT VOUCHER

CUSTOMER COPY