



DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

U.S. Department of Transportation  
National Highway Traffic Safety Administration

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

Date Received	Repository <input type="checkbox"/>
19-NOV-2008	Reference No. 10249339

**OWNER INFORMATION (Type or Print)**

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City WHEATON	State IL	Zip Code

Do you authorize [redacted] to report to the manufacturer of your vehicle?  YES  NO  
In the absence of [redacted] provide your name or address to the vehicle manufacturer.  
Signature of Owner [redacted] Date 11/22/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1J8GW58N64 [redacted]	Make JEEP	Model GRAND CHEROKEE	Model Year 2004
Date Purchased 11/17/07	Dealer's Name and Telephone Number Joe Rizza (708) 364-2248	Engine: No: Cylinders 8	Fuel Type: unleaded
Original Owner <input type="checkbox"/>	Dealer's City Orland Park	State IL	Zip Code
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 4x4 Quadra Drive	Multiple Failure: Incident Date(s) 26-OCT-2008

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

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 353600 EQUIPMENT: ELECTRICAL: AIR CONDITIONER	Failure Mileage 82000	Failure Speed ALL
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <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
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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 CONTACT STATED THAT THE HEATER BLOWS COLD AIR. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY CHARGED \$97 FOR A DIAGNOSTIC, BUT COULD NOT LOCATE A FAILURE CODE. SHE TOOK THE VEHICLE TO AAMCO AND THEY CHANGED A HOSE AND CLEANED THE VENTS; HOWEVER, THE FAILURE PERSISTED. SHE TOOK THE VEHICLE TO A PRIVATE MECHANIC, WHO REPLACED THE THERMOSTAT AND STATED THAT THE INSTRUMENT PANEL MAIN CIRCUIT BOARD FAILED. A REPORT WAS FILED WITH THE MANUFACTURER AND ASSIGNED REFERENCE NUMBER 18091070. THE MANUFACTURER STATED THAT THE MILEAGE EXCEEDED THE WARRANTY; THEREFORE, THEY WOULD NOT ASSIST WITH THE REPAIR. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 82,000 AND CURRENT MILEAGE WAS 83,000.

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(s), Failure(s), Crash(es), and Injury(ies)**

at all speeds the heat fails. The thermostat gets warm but no hot air blows out. Problem is between dash & vents. I was told by Naperville Jeep that blower and circ board had to be replaced which included taking out entire dash board. There have been no injuries, just two cases of strep throat and not being able to get better because it is so cold in car.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



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  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



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**



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10 DEC 2008 PM