



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) 2010 MAR 12 AM 19:05
 INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

Reference No.
10311280

OWNER INFORMATION (Type or Print)

Name

Address

City

KENOSHA

State

WIS^{CA}

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1J4GW48S013

Make

JEEP

Model

GRAND CHEROKEE

Model Year

2001

Date Purchased

10-19-2000

Dealer's Name and Telephone Number

CARMAX 262 657-2134

Engine:

No: Cylinders

6 CYL

Fuel Type:

Original Owner

Dealer's City

8200 120TH AVENUE

State

WIS

Zip Code

5342

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

17-JUN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE AND ENGINE COOLING

Failure Mileage

65000

Failure Speed

25

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

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

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 2001 JEEP GRAND CHEROKEE. WHILE DRIVING APPROXIMATELY BETWEEN 25 AND 30 MPH ON NORMAL ROAD CONDITIONS. THE ENTIRE WARNING LIGHT INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. SUDDENLY, THE COMPLETE ELECTRICAL SYSTEM FAILED TO FUNCTION. THE DRIVER PULLED OVER TO THE SIDE OF THE ROAD. THE VEHICLE RESUMED NORMAL OPERATION AFTER A DELAY OF FIFTEEN SECONDS. THE FAILURE OCCURRED INTERMITTENTLY. IN ADDITION, THE ACTIVATION OF THE WINDSHIELD WIPERS ALSO RESULTED IN THE ENGINE STALLING. PREVIOUSLY, THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC ON THREE SEPARATE OCCASIONS FOR THE IDENTICAL FAILURES AND THE TECHNICIAN WAS UNABLE TO DUPLICATE THE FAILURES. THE VEHICLE WAS REPAIRED FOR THE MALFUNCTIONS WHEN THE COMPLAINT WAS FILED. THE FAILURE MILEAGE WAS 65,000.

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.

CUSTOMER #: 17589

70160

INVOICE



5431 75TH Street
Kenosha, WI 53142
262-697-3110 · 1-800-236-9697
www.palmen.com

KENOSHA, WI

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 907 ANTONIO GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	01	JEEP GRAND CHEROKEE	1J4GW48S01C [REDACTED]	[REDACTED]	66985/66985	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19OCT00 IS			18:00 06FEB10			CASH	06FEB10
R.O. OPENED	READY	OPTIONS: ENG:4.0_LITER_MPI-UNLEADED TRN:A					
07:12 06FEB10	17:23 06FEB10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THE DASH GOES HAYWIRE, GAUGES READ INCORRECTLY AND THE ACESORIES IN VEGHICLE WILL NOT WORK (LIGHTS,RADIO, AND HEATER CONTROLS)

MISC INSPECTED AND TEST SYSYEMS, REMOVED
STEERING COLUMN COVERS AND INSPECTED
IGNITION LOCK CYLINDER AND SWITCH,CHECKED
HARNESSES AND OHMED CLUS

PARTS:	0.00	LABOR:	220.00	OTHER:	0.00	TOTAL LINE A:	220.00
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CHRYSLER

TECH 816 IS GONING TO CALL TECH LINE AND CUSTOMER WILL BE CALLED ON WEDNESDAY AFTER TECH HAS CONSULTED WITH CHRYSLER TECH LINE. CUSTOMER HAS BEEN ADVISED THAT VEHICLE HAS NOT BEEN REPAIRED AND WILL NEED FURTHER REPAIR TO RESOLVE CONDITIONS. CUSTOMER WAS ALSO ADVISED THAT TECH WAS UNABLE TO REPRODUCE CONCERN

B THESE SYMTOMS HAVE STARTED SINCE AIELLO AND SONS MOBILE INSTALLED NEW IGNITION

INFO INFORMATION ONLY

999 ISP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
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(N/C)

C 23 POINT VEHICLE CHECK UP INCLUDES A VISUAL INSPECTION OF FULID LEVELS AND CONDITIONS, BELTS AND HOSES, FILTERS, WIPER BLADES AND BULBS, TIRE TREAD DEPTH AND CONDITION

ADD23 23 POINT VEHICLE CHECK UP INCLUDES A VISUAL INSPECTION OF FULID LEVELS AND CONDITIONS, BELTS AND HOSES, FILTERS, WIPER BLADES AND BULBS, TIRE TREAD DEPTH AND CONDITION

999 ISP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

(N/C)

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.

STATEMENT OF DISCLAIMER
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.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 17589

70202

INVOICE



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DUPLICATE 1
PAGE 1

KENOSHA, WI

HOME: CONT: N/A

BUS: CELL

SERVICE ADVISOR: 716 BRUCE H FORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	01	JEEP GRAND CHEROKEE	1J4GW48S01C		66987/66987		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19OCT00 IS			18:00	12FEB10		SD	15FEB10
19OCT00 DD							
R.O. OPENED	READY	OPTIONS: ENG:4.0 LITER MPI-UNLEADED TRN:A					

06:40 08FEB10 16:29 15FEB10

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES WILL STALL ALL ASSORIES GO AWAY WILL NOT RESTART JUST CRANKS. FINNALLY RESTARTS BUT DASH LIT UP

MISC MISCELLANEOUS

334 CP

300.00 300.00

1 5018536AA BLOCK

865.10 865.10 865.10

MISC INETERNAL SERVICE POLICY ON BCM

334 ISP

(N/C)

1 56042498AM MODULE-BODY CONTROLLER

(N/C)

PARTS: 865.10 LABOR: 300.00 OTHER: 0.00 TOTAL LINE A: 1165.10

CHRYSLER

HAD POWER LOCKS AND WINDOWS NOT WORK. ALSO INTERIOR LIGHT AND SO DO EXTERIOR LIGHTS. FOUND RELAY IN JUNCTION BLOCK CLICKING. NEED TO REPLACE JUNCTION BLOCK. REPLACE JUNCTION BLOCK AND RECHECK OK AT THIS TIME.

B** CUSTOMER REQUEST RENTAL VEHICLE, FIRST DAY RENTAL CARS ARE COVERED FOR 24HOURS.

RENTAL CUSTOMER REQUEST RENTAL VEHICLE, FIRST DAY

RENTAL CARS ARE COVERED FOR 24HOURS.

999 CP

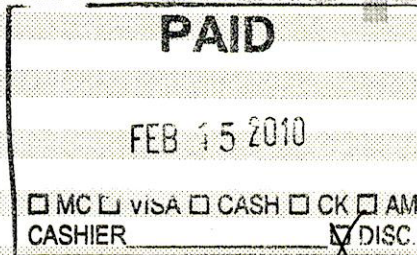
0.00 0.00

SUBL RENTAL PO#125993

CP

88.00 88.00

PARTS: 0.00 LABOR: 0.00 OTHER: 88.00 TOTAL LINE B: 88.00



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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	300.00
PARTS AMOUNT	865.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	88.00
MISC. CHARGES	0.00
TOTAL CHARGES	1253.10
LESS INSURANCE	218.77
SALES TAX	68.92

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT 1103.25