 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 NOV 9 5 2010 19-AUG-2010		Repository <input type="checkbox"/> Reference No. 10350597	
OWNER INFORMATION (Type or Print)				
Name			Daytime Telephone Number	
Address			E-mail Address	
City LOVELAND		State CO	Zip Code	
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 1J4GV48S34			Make JEEP	Model GRAND CHEROKEE	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 16-AUG-2010
	<input type="checkbox"/> Cruise Control				

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 113000 ELECTRICAL SYSTEM: STARTER ASSEMBLY		Failure Mileage 80300	Failure Speed 2

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: DOTM9ABC036)	<input checked="" 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			
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2004 JEEP GRAND CHEROKEE. THE CONTACT ACCELERATED FROM A COMPLETE STOP DRIVING 2 MPH WHEN THE VEHICLE STALLED. AFTER SEVERAL ATTEMPTS, HE WAS ABLE TO RESTART THE VEHICLE. THE FAILURE RECCURED FOUR TIMES AND THE VEHICLE WAS TAKEN TO A LOCAL REPAIR FACILITY. THE MECHANIC ADVISED THAT THE CRANKSHAFT SENSOR WOULD NEED REPLACING. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER: 04V112000 (ELECTRICAL SYSTEM: STARTER ASSEMBLY) AND STATED THAT HIS VEHICLE WAS NOT INCLUDED IN THE RECALL. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 80,300.

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)

The other 3 failure occurrences happened at speeds that ranged from 20-40 mph. One of those occurrences happened while I was turning a corner, which left me unable to straighten the wheels after the turn.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

DENVER CO 802

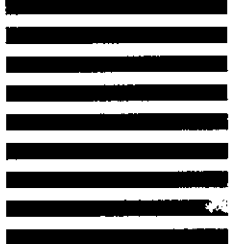
SEP 01 2000 PM 7 A

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**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



3833 S LULLBEE AVE
FT COLLINS, CO 80525



Dodge CHRYSLER Jeep

5 S. College Ave. • Fort Collins, CO 80525 • (970) 226-5340

TERMINAL ID: 004593000
MERCHANT #: 328166350996

VISA
XXXXXXXXXXXX [REDACTED]
SALE
BATCH: 000517 INVOICE: 017854
DATE: AUG 24, 10 TIME: 1:55
SQ: 009

CELL: [REDACTED]

TOTAL \$276.63

CUSTOMER: JPY

LOVELAND, CO [REDACTED]

ADVISOR MIKE	TAG NO. 163	207	INVOICE DATE 08/24/10	INVOICE NO. CHCS42272
LABOR RATE	LICENSE NO.	MILEAGE 80,460	COLOR /	STOCK NO.
YEAR / MAKE / MODEL 04/JEEP/GRAND CHEROKEE/4WD LAREDO			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 1 J 4 G W 4 8 S 3 4 C [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.			P.O. NO.	R.O. DATE 08/23/10
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 80461	

LABOR & PARTS		ELECTRICAL UNITS: 2.50 TECH(S):49		221.25
J# 1 08JEZ		CUSTOMER STATES ENGINE WILL DIE WHILE DRIVING PULLED CODE P0320 CHRYSLER CASE # 198522232 1-800-853-1403 PERFORMED DIAG. REPLACED CAMSHAFT SENSOR CODE P0320		
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	CBB0D130	SENSOR CR 8037156	51.90
				JOB # 1 TOTAL PARTS 51.90
				JOB # 1 TOTAL LABOR & PARTS 273.15

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages.

NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$300.00 (+TAX)

TOTALS	TOTAL LABOR....	221.25
\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$FOR OFFICE USE ONLY\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$	TOTAL PARTS....	51.90
() MASTERCARD () VISA () DISCOVER () AMERICAN EXPRESS	TOTAL SUBLET...	0.00
() CASH () CHECK #	TOTAL G.O.G....	0.00
() CHARGE ACCOUNT#	TOTAL MISC CHG.	0.00
CASHIER INTL'S () DATE:	TOTAL MISC DISC	0.00
\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$	TOTAL TAX.....	3.48
	TOTAL INVOICE \$	276.63

REPAIR ORDER NOTICE

Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT BRIAN SCARBROUGH (SERVICE MGR) 970-267-5070

Supplies - A token charge equivalent to 10% of the labor charge is included for supplies used. Applicable supply items are: Nuts, bolts, washers, tape, pins, rags, cleaners, towels, hazardous waste charges, etc.

THANK YOU
FOR BRINGING
YOUR VEHICLE
TO US
FOR SERVICE

The Reynolds and Reynolds Company, FRANKFURT, MO 64501

COPY

08/18/2010 13:06:20

Print Date : 08/18/2010

Sale:

Transaction # 4
Card Type: VISA
Acc: *****
Entry: Swiped
Total: 21.07

2004 Jeep - Grand Cherokee Laredo
4.0L, In-Line6, VIN (S)
Lic # [REDACTED] Odometer In : 80379
Unit # : Odometer Out : 80379
Vin # : 1J4GW48S34C [REDACTED]
Hat # :

Ref #:

Device ID: AUTO
Reference No.: 280230706341194
Auth Code: 053715
Respon: AUTH/TKT 053715
Merchant number: 54500

Qty	Sale	Extended	Labor Description	Extended
1.00	1.00	1.00	Check engine light/stalls & dies Scan computer for codes found code P0320 no crank reference signal at PCM. Found recall #113 on cranshaft sensor failure. Sent customer to dodge to perform recall.	20.00

CUSTOMER COPY

[Technicians : Morris, Shawn]

Org. Estimate \$21.07	Revisions \$0.00	Current Estimate \$ 21.07	Additional Cost	Revised Estimate	Labor: 20.00
					Parts: 1.00
					Sublet: 0.00
					Sub: 21.00
					Tax: 0.07
					Total: 21.07
					Bal Due: \$0.00

[Payments - Visa - \$21.07]

HAPPY WITH YOUR SERVICE? TELL US AT PROFORMANCE-AUTO.COM

I have authorized the above repair work done along with the necessary parts and supplies and hereby grant you or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....