



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

MAY - 4 2011
01-APR-2011

Repository

Reference No.
10393961

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SHIP BOTTOM State: NJ Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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: 1J4GW48S41C [REDACTED]
Make: JEEP Model: GRAND CHEROKEE Model Year: 2001
Date Purchased: 3-4-2006 Dealer's Name and Telephone Number: CAUSEWAY
Original Owner: Dealer's City: MANAHAWKIN State: NJ Zip Code: 08050
Engine: No: Cylinders: Fuel Type: GAS
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
Powertrain: Multiple Failure: Incident Date(s): 01-NOV-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 220000 SEATS Failure Mileage: 90000 Failure Speed: N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: N/A Tire Model (Name or Number): N/A Tire Size (Example P215/65R15): N/A
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: NONE & YET Number of Deaths: 2 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 LAREDO. THE CONTACT STATED THAT THE FRONT DRIVER SEAT HAD BECOME DETACHED. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THE DEFECTIVE SEAT NEEDED TO BE REPLACED BUT THERE WERE NO PARTS AVAILABLE SINCE THE SEAT WAS ON BACKORDER. THE MANUFACTURER WAS CONTACTED WHO DID NOT OFFER ANY ASSISTANCE BECAUSE THE VEHICLE WAS NOT UNDER WARRANTY. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 90,000 AND THE CURRENT MILEAGE WAS 170,000.

*CORRECTION- DEALER WAS CONTACTED WHEN I NOTICED THE SEAT WAS STARTING TO BECOME DETACHED; DEALER OFFERED NO HELP IN TRYING TO STABILIZE SEAT. CONTACTED JUNK YARDS FOR A REPLACEMENT SEAT BUT WRONG SEAT WAS PULLED & WOULDN'T IF IT ATTEMPTED TO FIX OURSELVES BUT REPAIR/BRACING DIDN'T HOLD; ATTEMPTED LOCAL MECHANICS TO FIX BUT WEREN'T ABLE TO FIX PROPERLY. CONTINUOUSLY LOOKING IN SLINK YARDS FOR A SEAT TO NO AVAIL, CONTACTED MANUFACTURER BUT WONT FIX W/O

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.

WARRANTY- TRUCK IS 10 YRS OLD OF COURSE THERE IS NO WARRANTY

MFR WAS NO HELP- THEY TOLD ME TO CONTACT YOU & FILE A COMPLAINT DEALER ALSO GAVE ME A PRICE FOR REPAIR BUT SAID

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THAT DIDN'T REALLY MATTER BECAUSE THEY WERE ON BACKORDER INDEFINITELY.
* GOING TO EXCELERATE FROM A COMPLETE STOP SEAT GOES BACK (FALLS
BACKWARD SO VIEW OF ROAD IS NOT CLEAR) I HAVE BRACED THE SEAT AS
BEST AS POSSIBLE W/ A CRUTE & WOOD BLOCKS BUT IT STILL MOVES.
UNDERNEATH OF SEAT IS FALLING OUT & SPRINGS ARE COMING THRU
LIPDUSTERY. STILL CAN NOT LOCATE A SEAT NOR CAN I FIND ANYONE
WILLING TO WELD THE SEAT - PLASTIC COVER HAS BECOME DETACHED FROM
TRACK LEAVING VERY LG GAP (LI. FRONT BOLT - I CAN'T SEE THE OTHERS)
CK THE FOLLOWING SITE TO SEE FURTHER COMPLAINTS

ATTACH ADDITIONAL SHEETS IF NECESSARY

WWW.VLANE.COM/POLL/30/2001-JEEP-GRAND-CHEROKEE-HAS-YOUR-DRIVER-SIDE-FRONT-SEAT-BROKEN-ON-THIS-JEEP(VERY IMPORTANT--YOU SHOULD READ)

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

SOUTH JERSEY NJ 080

25 APR 2011 PM 3 L

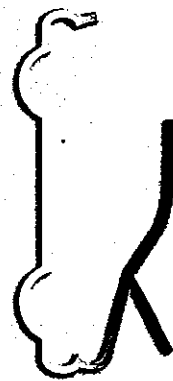
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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**



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U.S. Department of Transportation
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