INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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: SEP 13 2011 (03-AUG-2011)

Repository ☐

Reference No.: 10416894

OWNER INFORMATION (Type or Print)

Name	[redacted]
Address	[redacted]
City	MARSHALLVILLE
State	OH
Zip Code	[redacted]
Daytime Telephone Number	[redacted]
Evening Telephone Number	[redacted]
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	Make	Model	Model Year
1J4GW58S31C[redacted]	JEEP	GRAND CHEROKEE	2001

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
	Repair Work GG Grimm - Jeep Dealer		

Original Owner ☐	Dealer's City	State	Zip Code
	Dayton OH		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s)
			YES	06-JUL-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 130000 VISIBILITY	Failure Mileage	Failure Speed
Window Regulator	107000	5

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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. THE CONTACT STATED THAT THREE OF HIS FOUR WINDOW REGULATORS WERE DAMAGED, CAUSING THE WINDOWS TO FALL DOWN INTO THE DOOR. THE VEHICLE WAS TAKEN TO THE DEALER WHO REPAIRED EACH WINDOW REGULATOR AT THE OWNERS EXPENSE FOR $400. THE MANUFACTURER WAS AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 107,000.

*Called Jeep Aug 3 2011 to file complaint as they referred me to VSDOT to do the same. I have owned many vehicles and never had a window regulator failure more less. 3 in 1 vehicle. The vehicle can be unoccupied during failure

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.

like the 2ND ONE (failure) and luckily there was no theft. I have read in blogs that it is a plastic clip and it needed to be metal to prevent failure. Thanks, [redacted] 8-30-11