

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

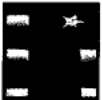
 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Date Received OCT 10 2012 21-AUG-2012		Repository ☐		Reference No. 10471728	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number			
City LANCASTER	State PA	Zip Code [REDACTED]			
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 1J4GW48S01C [REDACTED]		Make JEEP		Model GRAND CHEROKEE	Model Year 2001
Date Purchased 01/29/12	Dealer's Name and Telephone Number PRIVATE PARTY		Engine: No: Cylinders 6	Fuel Type: UNLEADED GAS	
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4.0L	Multiple Failure:	Incident Date(s) 19-AUG-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS) COOLING FAN				Failure Mileage 70000	Failure Speed 1042
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 0	Number of Deaths 0	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. THE CONTACT STATED THAT WHILE THE VEHICLE WAS IDLING THE COOLING FAN FAILED. THE FAN EXPLODED AND BLEW OUT TWO HOLES THROUGH THE RADIATOR AND SHROUD. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR INSPECTION. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND THEY STATED THAT THE VEHICLE WAS NOT INCLUDED IN ANY RECALL. THE FAILURE MILEAGE WAS 70,000. THAT THE SAME FAN HAD BEEN RECALLED IN THE MODEL YEARS PRIOR AND NEXT, (2000 & 2002), FOR THE SAME FAILURE. I REPAIRED & REPLACED ALL PARTS, RADIATOR, FAN & SHROUD AT MY EXPENSE.					
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)

WHILE SAID VEHICLE WAS IDLING IN MY DRIVEWAY, I HEARD AN EXPLOSION. PLASTIC PIECES OF TRAY & SHROUD ASSEMBLY WERE THROWN 40 FEET IN ALL DIRECTIONS FROM UNDER THE VEHICLE. COOLANT EMPTIED COMPLETELY FROM THE RADIATOR IN SHORT TIME. I HAVE NO DOUBT THAT IF I HAD BEEN STANDING ANY WHERE AROUND THE VEHICLE, I WOULD HAVE BEEN INJURED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation



Lancaster, PA

Official Business
Penalty for Private Use \$300

HARRISBURG PA 171

17 SEP 2012 PM 3 T

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**



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



**Vehicle Safety Hotline
888-327-4236**

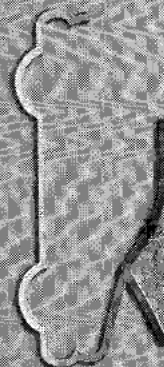
or call:

www.safercar.gov

or visit:

**Use the enclosed
form to file a report.**

If so:



**Think your vehicle
has a safety defect?**





Service is our best part.

Store # 08841
(717) 392-5510
1282 MILLERSVILLE AVE.
LANCASTER PA 17603

8/19/2012 17:46:48 REG 05

Cashier: Dale Y.

ITEM	QTY	PRICE	TOTAL
ADIATOR FAN ASSY 1 EA 19010117			
20010	1	\$149.99	\$149.99 T1
LIMITED LIFETIME REPLACEMENT			
J01 JEEP GRAND CHEROKEE LAREDO			
4.0L 242 - L6 FI - S			
ADIATOR 1 EA RDYRD 19920042			
32614	1	\$149.99	\$149.99 T1
LIMITED LIFETIME REPLACEMENT			
J01 JEEP GRAND CHEROKEE LAREDO			
4.0L 242 - L6 FI - S			
INI MAGNET TRAY 1 EA T 10071230			
J249	1	\$3.99	\$3.99 T1
LIMITED LIFETIME REPLACEMENT			
IF +4 1 QT CSTRL 8140018			
5810	1	\$6.99	\$6.99 T1
RANS OIL COOLER 1 EA I 3670013			
10514	1	\$67.59	\$67.59 T1
YEAR REPLACEMENT IF DEFECTIVE			
WTRZ EXT LIFE FS 1 GL 7020012			
2000	2	\$15.99	\$31.98 T1
Sub Total			\$410.57
T1 Tax @ 6.0000%			\$24.1
Total			\$435.17

Transaction #4760

Assembly, Mark

ORD TYPE MasterCard

ACCOUNT #:*****

JTH CODE: 01920P

AMOUNT: \$435.17

Cardholder acknowledges receipt of
goods and/or services in the amount of
total shown hereon and agrees to per-
form the obligations set forth in the
cardholder's agreement with the issuer.

Scan to RETURN items

Z2KJD1FHBC1NCB



Transaction #4760

Thank you for shopping at Advance Auto Parts

WARRANTY INFORMATION AVAILABLE AT STORE

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