

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

**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 MAR 14 2013	Repository <input type="checkbox"/>
18-SEP-2012	Reference No. 10475840

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
LOWELL	MA	[REDACTED]	

Daytime Telephone Number	E-mail Address
[REDACTED]	
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 1J4GW48S24C [REDACTED]	Make JEEP	Model GRAND CHEROKEE	Model Year 2004
Date Purchased 7/5/2003	Dealer's Name and Telephone Number Clark Chrysler Plymouth Jeep		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City Methuen,	State MA	Zip Code 01874
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 04-SEP-2012

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage 125000	Failure Speed
--	---------------------------	---------------

**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 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**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2004 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE VEHICLE STALLED WHENEVER THE CONTACT WOULD BRAKE TO A COMPLETE STOP. THE VEHICLE WAS TAKEN TO A MECHANIC WHO DETERMINED THAT THE CRANKSHAFT POSITION SENSOR FAILED. THE PART WAS REPLACED AND THE FAILURE WAS CORRECTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND ADVISED THE CONTACT THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 04V112000 (ELECTRICAL SYSTEM:STARTER ASSEMBLY). THE FAILURE MILEAGE WAS 125,000. THE CURRENT MILEAGE WAS 126,000.

*I am enclosing copies of Bills for this repair and requesting to be reimbursed, Please reimburse me or if you cannot I would like an explanation why.*

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.

# HANK'S GARAGE

HENRY J. MASSE Jr., Prop.

129 Martin St. Tel. 454-0272 Lowell, Mass.

General Repairing - Inspection Station

Body Work & Paint - Windshields Installed

9/5/20

[Redacted Name]

Paint (Shell) Resin	99.00
Wax & Oil	
Hand Wash & Spray	
Conditions fixed	
Battery Blended	
RAE (Auto Insurance)	
Diagnose and	
Replace Crank sensor	
and Battery	240.00
	339.00
	TAX 5.00
	344.00
Paul A. Full	
# 0771	

TERMS: A service charge of 1 1/2% per month (18% per annum) will be charged to accounts past due. The purchaser agrees to pay all cost of collection including reasonable attorney fees.

# DAIMLERCHRYSLER

## **SAFETY RECALL – CRANKSHAFT POSITION SENSOR**

Dear Grand Cherokee Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some **2004 model year Jeep® Grand Cherokee vehicles equipped with a 4.0L engine.**

***The problem is...***

**The crankshaft position sensor wiring insulation on your vehicle (identified on the enclosed form) may crack and expose the wires to moisture. Moisture on these wires can cause the engine to stall and result in a crash without warning.**

***What DaimlerChrysler and your dealer will do...***

**DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace your vehicle's crankshaft position sensor. The work will take about an hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.**

***What you must do to ensure your safety...***

- **Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment.**
- **Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.**

***If you need help...***

**If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.**

**If you have already experienced a crankshaft position sensor failure and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.**

**If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.**

**We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.**

***Buckle up  
for Safety***

Customer Services Field Operations  
DaimlerChrysler Corporation  
D13