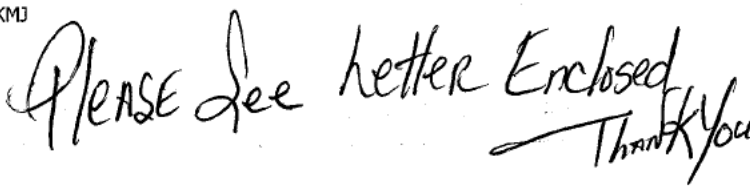


JUN 27 2014

 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 28-APR-2014	Repository ☐ Reference No. 10585315
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name [REDACTED]				E-mail Address	
Address [REDACTED]				Evening Telephone Number	
City	State	Zip Code			
INGLEWOOD	FL	[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 1J4GX38S22C [REDACTED]			Make JEEP	Model GRAND CHEROKEE	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City		State	Zip Code	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 28-APR-2014
	☐ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage	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: 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 2002 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE PASSENGER'S SIDE AIR BAG WARNING LIGHT WAS CONSTANTLY ILLUMINATED WITH OR WITHOUT A PASSENGER OCCUPYING THE SEAT. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 12V527000 (AIR BAGS) AND WAS REPAIRED THREE TIMES DUE TO THE RECURRING FAILURE. THE CONTACT STATED THAT THE VEHICLE WAS STILL EXHIBITING THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE AND CURRENT MILEAGES WERE UNKNOWN. KMJ					
					
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.					



6-19-2014

U.S. Department of Transportation:

We were notified of a recall on our 2002 Grand Cherokee Jeep. Since buying our jeep - 9-3-2013, we have had NO problems. Since taking our jeep as requested by RECALL to a dealership, our air bag light on dash has continuously been on. Now,

We have went to the dealership 3 times - light continues to stay on - Again, no problem before these visits. I have contacted you and every 800 number I could find - also, called manager at dealership - light continues to be on - we have no idea why or what recall problem solved. I believe recalls are for a reason - and we responded - Now - we deal with AIRBAG light on constantly. Not only did we take the time to respond - we spent gas for 3 visits - last day twice in 1 day. I do not understand?? Do you?? Copies have been made of correspondence & phone calls - 800 numbers called - actually one representative called dealership - "Thank You - 100%". I really hope & pray we are safe when we drive our jeep. I have a 30yr old son - I refuse to let him

drive our jeep - not knowing if recall corrected or not! I am very disappointed in how all this has been handled. Isn't this about SAFETY?? Another trip to a dealership - No Thank You - Now, I would not trust anyone - Just No Problems - What else problems will come about. What do you think?? No Sir responded as directed - with No problems 3 times - Now, AIRBAG light on continuously! The place we bought our jeep - we are very happy with - Again - RECALL & Problems!! Give me a break!!

- Thank You For Your Time -

P.S.

I really think and pray for those people that have the more serious problems - Hope someone is watching over them —



A56340506 193900

USA



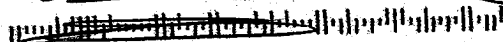
UNITED STATES
POSTAL SERVICE®

FOREVER

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NYS-210
1200 New Jersey Avenue SE.
Washington, D.C. ~~20077-9382~~

20590

200779382



Englewood, Fl.