 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>18-JUL-2014</p> <p>SEP 12 2014</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10614507</p>		<p>Daytime Telephone Number</p> <p>E-mail Address NOEMAIL@UNK.GOV</p>	
<p>Evening Telephone Number</p>		<p>OWNER INFORMATION (Type or Print)</p> <p>Name [REDACTED]</p> <p>Address [REDACTED]</p> <p>City MISSOULA State MT Zip Code [REDACTED]</p>			
<p>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).</p>					
VEHICLE INFORMATION					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>1C4RJFJT6EC [REDACTED]</p>		<p>Make</p> <p>JEEP</p>	<p>Model</p> <p>GRAND CHEROKEE</p>	<p>Model Year</p> <p>2013 2014</p>	
<p>Date Purchased</p> <p>8-17-13</p>	<p>Dealer's Name and Telephone Number</p> <p>Litria 406-721-5000</p>		<p>Engine:</p> <p>No. Cylinders 8</p>	<p>Fuel Type:</p> <p>Gas</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>Missoula, Montana</p>	<p>State</p> <p>MT</p>	<p>Zip Code</p> <p>59801</p>	<p>Transmission Type</p> <p>Automatic</p>	<p>Multiple Failure;</p> <p>Incident Date(s)</p> <p>07-MAY-2014 (?)</p>
<p><input checked="" type="checkbox"/> Antilock Brakes</p>	<p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure;</p>	<p>Incident Date(s)</p> <p>07-MAY-2014 (?)</p>	
FAILED COMPONENT(S)/PART(S) INFORMATION					
<p>Vehicle Component Code: BRAKES (PWS)</p>			<p>Failure Mileage</p>	<p>Failure Speed</p> <p>0</p>	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM9ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury (ies).)					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>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).</p> <p>TL* THE CONTACT OWNS A 2014 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V154000 (SERVICE BRAKES, HYDRAULIC) HOWEVER, THE PART TO DO THE REPAIRS WAS UNAVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT DID NOT EXPERIENCE A FAILURE.</p> <p style="text-align: center;"><u>restricted</u></p> <p>Received recall notice 5/31/14. Called Litria in Missoula on 6/14/14 and set up appointment for 7/16/14 to have the recall taken care of. Went for appt - NO PARTS!!</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

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

7/16/14 called Chrysler 800-853-1403 "Kellie" states parts are on RESTRICTION !!
7/16/14 called NHTSA 888-327-4236 ref # 661734 - "Jaguita" is no help.
7/18/14 called NHTSA 888-327-4236 "Esther" states will receive copy of complaint # 10614507 in 8 weeks. Says to call state attorney general.
7/18/14 Per FTC - NHTSA. must file a complaint against Chrysler.
7/24/14 called Demi in Helena - state attorney general's office
406-444-2026 / consumer protection / they cannot do anything at this time
8/12/14 called Citria - per Ross (406-721-5006) NO PARTS YET!
BRAKES ARE A SERIOUS PROBLEM - WHAT IS WITH PARTS BEING ON RESTRICTION?
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

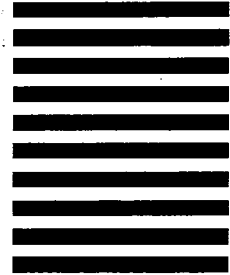


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
NHTSA