


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

Form Approved: O.M.B. No. 2127-0008

 U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>	<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> 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 29-AUG-2014		Repository <input type="checkbox"/> Reference No. 10629463
<b>OWNER INFORMATION (Type or Print)</b>		Daytime Telephone Number	E-mail Address
Name [REDACTED]		[REDACTED]	[REDACTED]
Address [REDACTED]		Evening Telephone Number	
City LINCOLN	State RI	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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1C4RJFBG3DC [REDACTED]		Make JEEP	Model GRAND CHEROKEE
		Model Year 2013	
Date Purchased 10-13-13	Dealer's Name and Telephone Number Central Jeep		Engine: No: Cylinders 6
		Fuel Type: GAS	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Raynham	State MA	Zip Code 02767
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 15-AUG-2014
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Codes: 356000 EQUIPMENT ADAPTIVE, 162900 STRUCTURE: BODY: ROOF AND PILLARS		Failure Mileage 20450	Failure Speed 60
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash <input checked="" 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 2013 JEEP GRAND CHEROKEE. WHILE DRIVING APPROXIMATELY 60 MPH, THE RAIL ROOF DETACHED FROM THE VEHICLE. A KAYAK WAS ATTACHED TO THE RAIL ROOF AT THE TIME OF THE FAILURE. THE TECHNICIAN DIAGNOSED THAT THE WIND PRESSURE CAUSED THE RAIL ROOF TO DETACH. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 20,450. <i>see Attached</i>			
Crash - Kayak flew off roof and hit car behind causing \$1400 damage.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>			
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.			

**Subject:** FW: Reference No. 10629463  
**Date:** Monday, September 22, 2014 10:07:37 AM  
**Attachments:** [2013 Grand Cherokee.docx](#)  
[Jeep Vehicle owners questionnaire.pdf](#)

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**Subject:** FW: Reference No. 10629463

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**From:** [REDACTED]  
**Sent:** Wednesday, September 17, 2014 6:56 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Reference No. 10629463

I have completed the Vehicle Owner's Questionnaire, attached the accident information and pictures of the roof of the Jeep Grand Cherokee after the roof rail detached.

Please let us know if your need more information

Thank you

[REDACTED]

Sent from Windows Mail

I own a 2013 Grand Cherokee. When traveling approximately 55-60 miles per hour on the highway, the kayak attached to a Thule rack that was clamped to the factory-installed flush roof rail flew off the vehicle and hit the car behind me. That driver slammed on the brakes and cars behind swerved left and right to avoid an accident. The factory installed flush mount rail had pulled right out of the roof. The kayak weighed about 70 Lbs. (rail is rated for 150 Lbs.). The Thule rack was specific fit for this vehicle. The rack and straps were still attached to the kayak once retrieved from the high speed lane. The rail was the only failure.

This was immediately reported to Chrysler/Jeep. Went to local dealer and had them take pictures and inspect vehicle. Chrysler/Jeep comes back saying they take no responsibility, that this is not a warrantable defect-failure caused by wind pressure?? I have owned many vehicles from station wagons to SUV's that have never had issues hauling kayaks on the roof. You cannot go for a drive without seeing kayaks or canoes attached to all sorts of vehicles driving on the highway. Wind pressure? Really? This accident could have caused serious injury or even death if the kayak had gone through the windshield. It almost caused a chain of collisions. There is another posting I have seen describing an identical accident.







