

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department of Transportation
National Highway Traffic Safety Administration

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 24-OCT-2014	Repository <input type="checkbox"/>
	Reference No. 10649731

OWNER INFORMATION (Type or Print)			
Name	<div style="background-color: black; width: 100%; height: 1em;"></div>	Daytime Telephone Number	<div style="background-color: black; width: 100%; height: 1em;"></div>
Address	<div style="background-color: black; width: 100%; height: 1em;"></div>	E-mail Address	
City	State	Zip Code	Evening Telephone Number
ST STEPHENS	MN	<div style="background-color: black; width: 100%; height: 1em;"></div>	

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		Make JEEP	Model CHEROKEE	Model Year 1996
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 24-OCT-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)	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: 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 1996 JEEP CHEROKEE. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN: 13V252000 (FUEL SYSTEM). HOWEVER, THE PARTS NEEDED WERE UNAVAILABLE. THE VEHICLE WAS TAKEN INTO THE DEALER TO SERVICE IT UNDER THE RECALL. THE DEALER STARTED THE REMEDY PROCEDURE BUT WAS UNABLE TO FINISH THE SERVICE DUE TO OTHER PARTS NOT BEING AVAILABLE. THE DEALER INFORMED THE CONTACT THAT ONCE THE REST OF THE PARTS BECOME AVAILABLE THEY WOULD FINALIZE THE REPAIRS AND RECOMMENDED TO NOT USE THE HITCH DUE TO THE CONDITION. THE CONTACT MENTIONED THAT THERE WERE ONLY SIX BOLTS TO HOLD THE HITCH UNTO THE VEHICLE SINCE THE DEALER HAD BUSTED THREE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT THEY WERE TRYING TO PRODUCE THE PARTS AS FAST AS POSSIBLE. THE VIN WAS UNAVAILABLE.

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.

7
(50)

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

I believe this is how serious the US Department of Transportation takes these issues. You can not even spell my last name right. In the notes on other side of this letter it says the VIN# was not available, it was available, I was not asked for it for any of this information. MCKAY Family Dodge St. Cloud, mn. finally did repair after 5 weeks of driving vehicle with 3 out of 6 bolts broke mckay broke at first attempt to replace hitch, taking 5 weeks with broken bolts on hitch I was in more danger of a near collision having a fire waiting 4 weeks for parts!

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

MINNEAPOLIS
MN 554
01 DEC '14
PM 6 L



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



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