

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148



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

Date Received: 04-DEC-2015
Repository:
Reference No.: 10808414

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: STERLING HEIGHTS State: MI Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [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: 1J4GW48S64C [Redacted]
Make: JEEP Model: GRAND CHEROKEE Model Year: 2004
Date Purchased: 2005 Dealer's Name and Telephone Number: [Redacted]
Original Owner: [Redacted] Dealer's City: Fayetteville State: NY Zip Code: 13104
Transmission Type: V6 Antilock Brakes: Cruise Control:
Multiple Failure: All Electrical Incident Date(s): 13-MAY-2014
31 - April - 2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 110000 ELECTRICAL SYSTEM, 114100 ELECTRICAL SYSTEM: WIRING: FRONT UNDERHOOD
Failure Mileage: 60000 Failure Speed: 65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM9ABC036): [Redacted] Original Equipment: Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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* TAKATA RECALL. THE CONTACT OWNS A 2004 JEEP GRAND CHEROKEE. WHILE DRIVING 65 MPH IN THE RAIN, THE VEHICLE STALLED AND LOST POWER, INCLUDING BRAKE AND WINDOW POWER, WITHOUT WARNING. THE CONTACT PULLED THE VEHICLE TO THE SIDE OF THE ROAD, WAITED, AND RESTARTED THE VEHICLE. THE FAILURE RECCURED AND THE VEHICLE WAS TAKEN TO A LOCAL DEALER WHERE IT WAS DIAGNOSED THAT THE WIRING HARNESS UNDER THE HOOD NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 60,000. IN ADDITION, THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V673000 (AIR BAGS). THE VIN WAS INVALID. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

Lights continue to have problems ((electrical)) issues

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.

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

Continuous Electrical problems regardless of how many times pay to have it fixed. Feel it is extremely unsafe vehicle. Grand Cherokee Laredo Jeep all have electrical issues & light issues. Never know when lights are actually working or not even though new!

Can't find receipts @ this time for wiring problems.

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

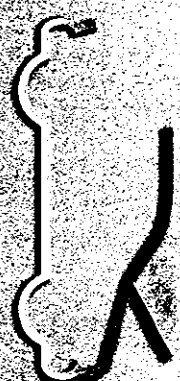


BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210 NHP100**
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.

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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