



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

FOR AGENCY USE ONLY (Do not enter information here)
100148
U.S.C. 552(B)(6)
Date Received: 29-APR-2016
Repository:
Reference No.: 10862203
JUN 28 2016

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ORACLE State: AZ 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: 1C4RJFBG4FC [REDACTED]
Make: JEEP Model: GRAND CHEROKEE Model Year: 2015
Date Purchased: 9-25-16 Dealer's Name and Telephone Number: [REDACTED] Engine: No: Cylinders: 4 Fuel Type: GAS
Original Owner: Dealer's City: TUCSON State: AZ Zip Code: [REDACTED]
Transmission Type: AUTO Antilock Brakes: Cruise Control: Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 29-MAR-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 6800 Failure Speed: 23 MPH

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: DOTM19ABC036): [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 PRIVATE PROPERTY

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 2015 JEEP GRAND CHEROKEE. AFTER PARKING AND EXITING THE VEHICLE, IT ROLLED AWAY WITHOUT WARNING AND CRASHED INTO A TREE. A POLICE REPORT WAS NOT FILED AND NO INJURIES WERE REPORTED. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN WAS UNABLE TO DUPLICATE OR DIAGNOSE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 6,800. RECALL NOTICE REC'D
ON 5-20-16 FOR DEFECTIVE TRANSMISSION ELECTRONIC SHIFT LEVER. FCA CALLED SIX (6) TIMES WITH NO RESULT - DEALER ALSO DENIED RESPONSIBILITY. NO REPLACEMENT PARTS @ DEALER AS 5-23-16. REPAIR COST: \$1243.00

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 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.

5-23-16



[Redacted return address]

Oracle, AZ [Redacted]

PHOENIX AZ 852

24 MAY 2016 PM 10 L



U.S. DEPT OF TRANSPORTATION

NHTSA

1200 NEW JERSEY AVE, S.E.

WASHINGTON, D.C. 20590-0001

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