



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

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

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 AUG 10 2016 24-JUN-2016	Repository <input type="checkbox"/>
	Reference No. 10876349

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ORLANDO State: FL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
Evening Telephone Number:

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 1C4RJEAG9FC [REDACTED]	Make JEEP	Model GRAND CHEROKEE	Model Year 2015
Date Purchased 1-08-15	Dealer's Name and Telephone Number Greenway - Chrysler - Jeep 407-278-3200	Engine: No: Cylinders 2	Fuel Type: 2 REGULAR
Original Owner <input checked="" type="checkbox"/>	Dealer's City ORLANDO	State FL	Zip Code 32817
Transmission Type: ?	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain:	Multiple Failure: ? Incident Date(s): 01-MAR-2015 Too Many To Count

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 700 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: DOTM19ABC036)	<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	Number of Deaths	Reported to Police N
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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. WHILE DRIVING VARIOUS SPEEDS, THE SHIFTER WOULD ERRONEOUSLY SHIFT OUT OF GEAR AND A HUM WAS PRESENT COMING FROM THE TRANSMISSION. ALSO, THE DISPLAY PANEL CHANGED FROM DRIVE AND DISPLAYED A STRAIGHT LINE. THE VEHICLE BEGAN TO HESITATE AND REDUCE SPEED. AFTER STOPPING AND SWITCHING THE SHIFTER BACK TO DRIVE, THE VEHICLE OPERATED NORMALLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THERE WAS ERRATIC TRANSMISSION FAILURE. THE PCM, TCM, REH, AND IPC WERE ALL REPROGRAMMED. AFTER RETRIEVING THE VEHICLE AND DRIVING, THE VEHICLE WOULD NOT ACCELERATE ON DEMAND. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 700.

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.

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

Information Are reverse side is TRUE -
6/2, 6/10, 6/21, + 7/11 - were the dates of service
in attempt to repair the problem (already stated)
Today is July 23, 2016 -- I just AGAIN experienced the
same problem. It has been twelve days since the last
service. I was assured that the problem had been
resolved. I fear for my life. This car is a death
trap for myself and others on the road. I have notified
A Mister Richard Wilcox - Chrysler - Customer Service [redacted]

Due to a letter I received ATTACH ADDITIONAL SHEETS IF NECESSARY
from him - requesting another inspection - he was not available today SAT- 7/23 - I expect a response on Monday 7/25/16

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

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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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.safecar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



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



ORLANDO FL 328

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