



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

**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  
 21-JUL-2016

Repository   
 Reference No.  
 10887444

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
 Address [Redacted]  
 City DES PLAINES State IL Zip Code [Redacted]

Daytime Telephone Number [Redacted]  
 Evening Telephone Number [Redacted]  
 E-mail Address [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: 1C4RJFBG8FC [Redacted]  
 Make: JEEP Model: GRAND CHEROKEE Model Year: 2015  
 Date Purchased: February 29/16 Dealer's Name and Telephone Number: Napleton 847-298-0900  
 Engine: 6 No: Cylinders  
 Original Owner:  Dealer's City: Arlington State: IL Zip Code: 60004  
 Transmission Type: [ ] Antilock Brakes:  Powertrain: [ ] Multiple Failure: [ ] Incident Date(s): 22-JUN-2016  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage: 900 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): [ ]  Original Equipment  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:  Yes  No Fire:  Yes  No  
 Number of Persons Injured: 1 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 2015 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V240000 (POWER TRAIN); HOWEVER, THE PART FOR THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. WHILE THE VEHICLE WAS PARKED, THE CONTACT BELIEVED THAT THE VEHICLE ACCELERATED FORWARD WITHOUT WARNING. THE CONTACT LOST CONSCIOUSNESS TEMPORARILY. WHEN THE CONTACT REGAINED CONSCIOUSNESS, HE WAS OUTSIDE THE VEHICLE AND HIS LEFT FOOT WAS UNDER THE FRONT DRIVER SIDE TIRE. THE CONTACT WAS UNSURE OF THE EVENTS THAT OCCURRED. THE CONTACT RECEIVED INJURIES TO THE RIBS, LEG, FOOT, ANKLE, AND KNEE, WHICH REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TOWED. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 900. PARTS DISTRIBUTION DISCONNECT. *my phone number is [Redacted]*  
*The vehicle has been repaired at a cost of 14,128. The power train has not been repaired and the parts needed for the repair are not available yet. But this car has another problem that I have reported in three occasions*

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.

Continued.

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

While driving the car it shifts by itself from drive to sport (D to S). The car slows down which is dangerous if a car is following you at the speed you are driving now. It is especially dangerous if one is driving on the expressway at 60 or 70 miles an hour and all of the sudden the car switches from D to S. The cars behind you are going to hit you from behind because they will continue to run at 60 or 70 while this car slows down because of the sport shift. This incident happen to me twice and once to a friend of mine who was driving my car. I had reported this twice before. As I reported before to Chrysler Corporation this is a very dangerous car.

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

CAROL STREAM

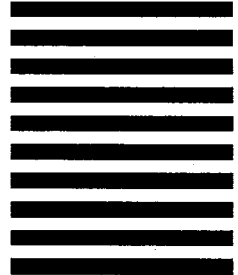
IL 601

07 SEP '15

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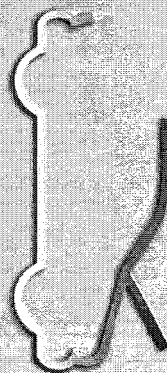
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**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



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