



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

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	Repository <input type="checkbox"/>
30-AUG-2016 OCT 18 2016	Reference No. 10899481

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
SALINAS	CA	[REDACTED]	

Daytime Telephone Number	E-mail Address
[REDACTED]	[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	Make	Model	Model Year
1C4RJFCT0DC [REDACTED]	JEEP	GRAND CHEROKEE	2013
Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
9/26/2012	my Jeep Chrysler Dodge 831-442-1000	No: Cylinders 8	Regular (9A)
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
<input checked="" type="checkbox"/>	SALINAS CA	CA	93906
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
AUTO	<input checked="" type="checkbox"/> Cruise Control	Jeep	LIGHTS AND BACK HATCH HATCHBACK
			Incident Date(s)
			15-AUG-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 120000 LIGHTING (PWS), 174200 LATCHES/LOCKS/LINKAGES HATCHBACK/LIFTGATE: LOCK	Failure Mileage	Failure Speed
	30000	NONE

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
		1		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 2013 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT ALL EXTERIOR LIGHTS FAILED TO ILLUMINATE. IN ADDITION, THE CONTACT STATED THAT THE REAR HATCH FAILED TO LATCH. THE CONTACT HAD TO FASTEN THE REAR HATCH WITH A CORD. THE VEHICLE WAS TAKEN TO A DEALER ON NUMEROUS OCCASIONS WHERE IT WAS DIAGNOSED THAT THE REMOTE AND MODULE FOR THE LATCH AND THE LIGHTS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 30,000.

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)

I HAVE REPLACED 9 LIGHT BULBS IN THREE YEARS
THE HATCHBACK HAS FAILED TO LOCK ON MANY TIMES
IN WARM HOT WEATHER SOMETIMES THE HATCHBACK WON'T
OPEN UP LIKE IT SHOULD EITHER.

ATTACH ADDITIONAL SHEETS IF NECESSARY

SAN JOSE
CA 950
28 SEP '16
PM 4 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

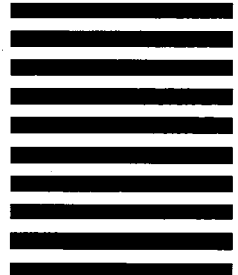
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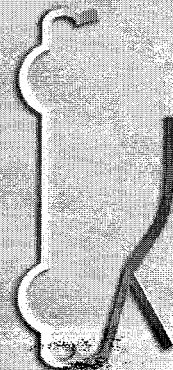
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POSTAGE WILL BE PAID BY ADDRESSEE

**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**



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