

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ACT (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

AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
07-OCT-2016	Reference No. 10914482
JAN -4 2017	

OWNER INFORMATION (Type or Print)

Name	[Redacted]			Daytime Telephone Number	E-mail Address
Address	[Redacted]			[Redacted]	[Redacted]
City	State	Zip Code			
BELGRADE	MN	[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).

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1C4RJFJG7G0 [Redacted]	JEEP	GRAND CHEROKEE	2016
Date Purchased	Dealer's Name and Telephone Number		Engine:
4-14-2016	Litchfield Chrysler Center		No: Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
	Litchfield	MN	56355
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
Auto	<input type="checkbox"/> Cruise Control	8 Speed	Steering
			Incident Date(s)
			05-OCT-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 110000 ELECTRICAL SYSTEM	Failure Mileage	Failure Speed
	5000	55

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

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 2016 JEEP GRAND CHEROKEE. WHILE DRIVING APPROXIMATELY 55 MPH ON A TWO LANE ROAD, THE VEHICLE WAS UNABLE TO DRIVE IN A STRAIGHT LINE. THE VEHICLE VEERED TO THE RIGHT OR LEFT ACROSS THE TWO LANE ROAD. THE VEHICLE WAS TAKEN TO THE DEALER FOUR TIMES WHERE IT WAS DETERMINED THAT THE VEHICLE WAS DESIGNED TO PERFORM THAT WAY. THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS CURRENTLY PARKED AT THE CONTACT'S RESIDENCE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 5,000.
The problem was the first day we got it. The problem was we paid for it full when we ordered it Feb 16 and the dealer would not refund our money.

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.

Nov 22 2016

The 2016 Grand Cherokee Summit was only made between the months of Feb to Sept 2016. We think they realized they had a problem with design, and switched to building the 2017. We believe the electronic steering coupled with the air ride caused a steering problem. This model is differently not a winter driving car. We had our first Snow Storm Nov 16. Driving on icy roads you continually have to make corrections. Compared to our other vehicles this car just doesn't hold a straight line.

We have previously submitted the forms for repair & alignment As explained on the bottom of the sheet.

The car has Pirelli 265/50R20 DOT UNKB R542-0816
The No. on one tire. We don't think it is a tire problem?

