

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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



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

DOT Auto Safety Hotline

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-OCT-2016
JAN -4 2017
Repository:
Reference No.: 10917838

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: CLIFTON State: TX 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: 1CARJE8G56G [Redacted]
Make: JEEP Model: GRAND CHEROKEE Model Year: 2016

Date Purchased: 8-23-2016 Dealer's Name and Telephone Number: Allen Samuels Chrysler Dodge Ram Jeep
Original Owner: Dealer's City: Waco State: TX Zip Code: 76734 Engine: 6 cyl. Fuel Type: Gas

Transmission Type: Automatic Antilock Brakes Powertrain: Multiple Failure: Dash lights failed to come on - in night, its failure to engage. Incident Date(s): Multiple 30-AUG-2016 Occurrences: 4 before 10/13/16

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)
Vehicle will not move from drive after about 10ft. until placed back in park. (see back)
Picked up 10/20/16. Back to shop 11/7/16 for same thing.

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: DOTM4L9A6C036) 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: [Redacted] Number of Deaths: [Redacted] Reported to Police: [Redacted]

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).

THE CONTACT OWNS A 2016 JEEP GRAND CHEROKEE. THE CONTACT STATED THAT THE VEHICLE STALLED WITHOUT WARNING. THE FAILURE RECURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE FAILURE COULD NOT BE DUPLICATED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.

Since this complaint was filed the vehicle has failed several times and been in the dealership repair shop again for 10 days. We have notified the manufacturer case # [Redacted] Contact Person Rae. We have asked the dealership to either provide us with a car identical to the one we bought or return our money. We sent a certified letter that we have as of yet received no response.

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 if other manufacturers 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. 28, 2016

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

Purchased car Aug. 23, Had at least 7 occurrences where vehicle was in idling position. When gas was pressed to go while in drive vehicle fails to move forward until it is placed back in park & then in drive before it will engage to move forward. Obviously this is very dangerous in traffic. The car has been in the shop at the dealership 2 times, One for 7 days, & one for 10. The last time we picked up the car on 11-16-16, three days later the same thing happened on 11/19/16 again. We have not had the dash lights go out after we picked up the car the last time. We are frightened enough at this point to seek legal ^{counsel} ~~counsel~~ but we need to know what our next step should be. We have written a letter (copy enclosed) asking the dealership to either give us another car or return our money. Please help us, we have a brand new car sitting in our garage we are fearful to drive it! We count 7 times the car has failed to engage unless it is placed back from drive to park and then back to drive before it will move forward.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Sincere regards,

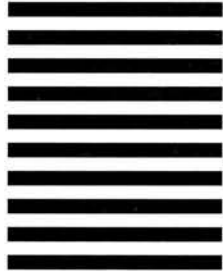
US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Washington, D.C. 20077-9382
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NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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.safercar.gov**

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



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



November 29, 2016

U.S. Department of Transportation
National Hwy Traffic Safety Administration
Office of Defects investigation, NEF-100
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

To Whom it may concern:

On August 23, 2016 we purchased a 2016 Grand Cherokee from Allen Samuels Chrysler Dodge Ram Jeep Dealership in Waco, Texas.

Since the purchase date the car has failed mechanically 7 different times. We have taken it in and the dealership has had it in their repair shop a total of 17 days. They say they can not locate the problem.

The car exhibits the same failure every time. The cars transmission slips out of drive into manuel without it showing up on the shifters LED symbols panel forcing one to move off the highway and placing the car from drive to park and then back into drive before the car will move. This has happened twice in very heavy traffic. Once it happened in Plano, Texas when our son was driving. The other time 3 days after we picked it up from the dealership after they had it 10 days we were turning onto Hwy 219 near our home we were almost hit by oncoming traffic because it stalled in the middle of the hwy. When this happens the car must be placed in park and then in drive again before it will move.

The dealership says there is nothing wrong with the vehicle. However we know that there is something very definitely wrong. And of course we would prefer to not be killed in the car to prove that they are wrong and we are right!

We sent them a registered letter asking them to either give us a car exactly like the one we bought that is not a deathtrap or return our money in full. They have not responded.

We prefer not to have to consult an attorney and go through litigation with these people but we cannot keep the car and continue to risk our lives and those lives of our loved ones. That is not an option of course. We have included copies of the work orders and all other letters we have written including the Email wording which we sent to Mr. Eric Upton, Service Manager.

Please advise us as to what other course of action we can take.

Sincere regards,

Telephone # [REDACTED]



Eric Upton
Service Director

Allen Samuels

DODGE CHRYSLER JEEP RAM FIAT

201 West Loop 340 • Waco, Texas 76712
www.AllenSamuelsDCJ.com

Direct (254) 300-4348
Fax (254) 300-4386
Cell (479) 459-0327

email: eupton@asag.net

November 20,2016

Allen Samuels
201 West Loop 340
Waco, Texas 76712

Attention: Eric Upton, Service Director

From: [REDACTED]

Clifton, Texas [REDACTED]

We've experienced another mechanical failure with the JEEP we purchased from your company Aug. 23. 2016.

The same thing occurred as before. The vehicle failed to engage in drive when turning on to Hwy 219 near our home Sat. night, Nov.19th. We again, had to put the car in park and then back in drive before it would move forward. This time we narrowly escaped on coming traffic.

We have tried to be patient with this situation but the car is a danger to our family.

We've had the car since Aug. 23rd of this year and of that time it's been in your shop 17 days.

Since you have been unable to locate the problem, and there is no doubt there is a problem (a deadly one); There are two options you have that we will accept. You can either give us a replacement car that is exactly like the one we bought that runs properly. Or you can return our money in the amount of 6,857.50. This includes the 5,000 we put down and the 2 payments we have made. It's almost time to make another payment so you need to instruct us as to how to handle that payment. We are willing to (at this point) waive all the inconvenience and lost time for trips back and forth to the repair shop. We are also willing (at this time) to forgive all the near missed accidents and frightening experiences we have had with the vehicle. But, it cannot continue. Please contact us as soon as possible with an acceptable solution to this problem.

We filed a complaint with the Department of Public Safety and with the FCA (case# [REDACTED] on 10/21/16.

Sincere regards,

[REDACTED]

Copy of Email sent to Eric Upton\
Nov. 5, 2016

This is to inform you that we took our Jeep Grand Cherokee to Plano Nov. 4 to see our grandchildren, our son was driving when the car's transmit ion slipped out of drive into manual without showing up on the shifters LED symbols panel forcing him to move off the highway during rush our traffic. My [REDACTED] year old granddaughter grabbed my arm obviously afraid of what was happening at the moment by the loud noise of the racing engine. My son then had to move the shifter into manual and then back to drive before the cars transmit ion would respond correctly. This happened in heavy traffic.
We have paid 43,000 for a vehicle that is faulty and unpredictable!

We would like to know what you intend to do about it? We have filed a report with the federal department of public safety/ Ideally we would like y our to replace the car with an identical car because we paid for an automobile that doesn't work properly and that is what we expect from you and please don't tell us again that h\there is nothing wrong with your merchandise because we KNOW there is something wrong with the car. This has now become a life threatening situation for my daily and we would like to give you the opportunity to fix it before we move on to litigation.

[REDACTED]

Dec. 1, 2016

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

To Whom It May Concern

This is to update you on the final fiasco of the Jeep in question . We received an answer to our letter. Their solution was to bring it back so they could scratch their heads another 17 days like they have in the past 3 months. They refused to consider taking the vehicle back and replace it with a working automobile.

We chose to take it to another dealership at the suggestion of the Central Texas Dealership Manager in Richardson, Texas. It is in the repair shop of the Jeep Dealership in Cleburne, Texas.

We have had seven mechanical failures in that car. Two of them involved near miss collisions trying to get out of the way because the car stalled in the highway in heavy traffic.

It is very sad when we feel safer in our 12 year old Mercury Mountineer than we do in our new Jeep that we are paying 630.00 a month to sit in the repair shop.

If this dealership fails to fix the car we have no choice but to take legal action. Can you help us? We are retired and living on a fixed income. This whole thing had created not only a hardship financially but mental worry and upset. But, not only that we are fearful to drive the car for fear of being killed or worse killing someone else. Please advise us what to do, please.

