

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 22-NOV-2016  
Repository   
Reference No. 10927451

OWNER INFORMATION (Type or Print)

Name [Redacted]  
Address [Redacted]  
City KENT State WA 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: 1C4RJFBG5GC [Redacted]  
Make JEEP Model GRAND CHEROKEE Model Year 2016  
Date Purchased 5-29-16 Dealer's Name and Telephone Number Bud Clay COJR 253-833-2485  
Original Owner  Dealer's City Auburn, WA State WA Zip Code 98002 Engine No: 6 Cylinders Fuel Type: Reg  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Yes Incident Date(s) 20-OCT-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL 030000 BRAKES (PWS)  
Failure Mileage 6002 Failure Speed Stopped

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: DOTM19ABC036)  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 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. WHEN THE ACCELERATOR PEDAL WAS DEPRESSED FROM A STOP, THE ENGINE RESTARTED AND HESITATED TO RESPOND. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER, BUT THE FAILURE WAS UNABLE TO BE DUPLICATED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 6,002.

see attached memo

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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.

**NHTSA**  
**Office of Defects Division**  
**1200 New Jersey Ave SE**  
**Washington, DC 20590**

21 December, 2016

**Cc: Chrysler Jeep Corp**  
**FCAUSLLC**  
**Customer Care**  
**P O Box 21-8004**  
**Auburn Hills, MI 48321-8004**

**Cc: BUD CLARY CDJR OF AUBURN**  
**2925 Auburn Way N**  
**Auburn, WA 98002**

**Reference:** DOI Vehicle Owner's Questionnaire Ref # 10927451  
Dated November 22, 2016 (See Attachment)  
Dealer Service Department repair invoice. (See Attachment)

**Attn: R. Reid**  
**B. Fogle**

Dear Sir,

I purchased a new 2016 Jeep Grand Cherokee on May 29, 2016. (Vin # 1C4RJFBG5GC [REDACTED])

This vehicle is designed to let the computer control stall the engine at all times when the vehicle stops for anything and then when pressure is applied to the accelerator pedal, the engine automatically restarts and as you continue to press the accelerator, the vehicle will accelerate in a normal manner as if the engine had not stopped. Note: This feature does not function with every stop, only most stops. Perhaps 50 to 55 % of the time but continues running at the rest of the stops. It's unknown what determines when it will stop it will stall or when it won't so it's hard to anticipate and/or expect it behavior. There is an override button on the dash where the operator can disengage this feature if he desires. The only problem is the operator must remember to press this button every time he restarts the engine and that can be difficult to remember.

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The problem occurs when you pull up to a stop light/stop sign or maybe making a left turn across oncoming traffic and you must first stop to allow traffic to clear.

I had owned and driven the vehicle a little over three months when I encountered the first malfunction. I believe this malfunction will contribute to a number of deaths/injury accidents to operators in the future and may have already done so.

**The first scenario:** I was stopped at a light, the light turns green and I attempt to accelerate and the engine starts but the engine will not accelerate so the vehicle starts moving slowly leaving you with very little time to react. Usually you start pumping the accelerator pedal thinking it will speed up, but by the time you realize it will not accelerate, the vehicle is moving through the intersection with traffic behind you honking at you as you are moving at just a few miles an hour. You manage to creep through the intersection while trying to get the vehicle off the road as you have to shut the engine off, requiring stopping the car on the shoulder and manually re-start the engine before it will accelerate properly.

One time I had an open road so I let it accelerate on its own and it managed to creep up to about 27 MPH on its own before maxing out, just from the engine running at idle speed. At some point, I still had to get the vehicle into a place where I can bring it to a dead stop, shift the gear shift selector into park to do a manual restart before it resumed expected normal operations.

**Scenario 2:** I was in a left turn lane of a 4 lane street, attempting to make a left turn across heavy oncoming traffic coming at me at around 60 MPH. Because I had to bring my vehicle to a dead stop, the engine had stopped per computer command/control. At some point, I got a break in oncoming traffic which would give me plenty time to execute my left turn if I didn't waste any time so I accelerated but while the engine restarted immediately, it would not accelerate. The idle speed of the engine started pulling the vehicle into the left turn which moved my vehicle directly in front of oncoming traffic without ability to speed up and get out of their way and they were coming at me at an estimated 60 MPH as that was the normal speed on this street. I managed to get the gear shift selector into reverse and my vehicle moved backwards into the left turn lane

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that I had just vacated and out of harm's way. Fortunately, no vehicle had moved into position behind mine which would have prevented me from moving backwards.

Scenario two was the second occurrence when the stop/start feature malfunctioned after vehicle purchase, prompting me to take the vehicle to the Dealer to have it checked out.

The dealer diagnosis indicated that the onboard computer contained a record of two malfunctions caused by the operator holding pressure on the brake pedal while attempting to accelerate (see attached copy of dealer invoice)

I do not believe I was holding the brake pedal but even if that was the case, but even if I was, the engine should not start under these circumstances but it does start, just won't accelerate and hence the danger. By the vehicle starting, it starts to creep and can quickly get the occupants into grave danger.

Also; if I had been pressing the brake, the vehicle would not have been moving, especially at engine idle speed.

Since the second scenario, this failure is now happening daily. I must be on guard constantly.

**Recommendations:** The off push button on the dash should be converted to permanently shut the feature off if the operator should desire.

I haven't proven it but it appears that historically, when operating any vehicle and you bring it to a stop, the transmission automatically shifts to neutral or out of gear until or unless you accelerate in which case, it shifts back to whatever gear you've selected. This vehicle appears to not do that as even if the engine does not shut off, if you do not keep pressure on the brake, the vehicle will creep on you. In two incidents, while parked at a light with vehicles in front of mine, my vehicle has crept forward to encounter their rear bumper. That may be why the Manufacturer designed it so the engine will shut off when stopped to compensate for it not shifting out of gear when stopped.

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**BUD CLARY OF AUBURN, LLO**  
 2925 Auburn Way North  
 Auburn, WA 98002  
 Phone: (253) 833-2485

**SERVICE DEPARTMENT HOURS**  
 7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. to 4:00 p.m. Saturday

*Jeep Corp. Compliance*  
**800 992-1997**

R/O Open Date	R/O Number
11/15/16	
R/O Close Date	Status
11/15/16	Pre-Invoice
Mileage In	Mileage Out
5873	5873
Service Advisor / Tag #	
PETER FERNANDEZ/659	
Vehicle Identification Number	
1C4RJFBG5GC	
Delivery Date	In-Service Date
5/20/16	5/20/16
Color	License Number
MAXIMUM ST	

KENT, WA

Year	Make	Model	Body
2016	JEEP	GRAND CHEROKE	4WD 4DR LIMITED

DESCRIPTION OF SERVICE AND PARTS

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: #1 - A09A: INTERIOR ELECTRICAL CUSTOMER STATES THE VEHICLE HAS NO THROTTLE RESPONSE AFTER IT STARTS BACK UP FROM THE START STOP FEATURE Caused by FOUND STORED CODE P2299 BRAKE PEDAL POS./ACCELERATO R PEDEL POS. INCOMMPATIBLE. CANNOT PRESS BOTH PEDE LS AT THE SAME TIME Work performed by JEFFREY FERGUSON (591)	Warranty
#2 - AAAINSPECT: COURTESY VEHICLE INSPECTION. 24 POINT INSPECTIONAND TOP OFF FLUIDS.CHECK ALL AVAILABLE UPDATES AND PERFORM WITHIN WARR GUIDELINES.	

*ODI # 10927451*  
*office of defect investigations*

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE.** "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

**DISCLAIMER OF WARRANTIES.** Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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