



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

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

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: 25 JUL 2017
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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: EL PASO State: TX Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
Evening Telephone Number:

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: 1J4GW48SX4C [REDACTED]
Make: JEEP Model: GRAND CHEROKEE Model Year: 2004
Date Purchased: Dealer's Name and Telephone Number: Engine: Fuel Type:
Original Owner: Dealer's City: State: Zip Code: No. of Cylinders:
Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 05-MAY-2016
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: 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: DOTM19ABC036): 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: 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 2004 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V673000 (AIR BAGS) HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE VEHICLE WAS TAKEN TO DICK POE CHRYSLER JEEP AT 6501 MONTANA AVE, EL PASO, TX 79925 (915) 778-9331 WHERE THE VEHICLE WAS SCHEDULED TO BE REPAIRED BUT THE DEALER CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. (PARTS DISTRIBUTION DISCONNECT).

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.

This statement isn't exactly as I reported it. I did have a scheduled repair date and time to take the vehicle to Dick Poe Chrysler Jeep. The appointment was made with a 3 way call by the manufacturer. The Dick Poe representative set up the appointment and assured that the part was available. I took it in and left the vehicle there all day. I called and asked if it was ready, they said yes, that I can come pick it up. I got there, my key was given to me and I asked for the receipt. They said that I would get it when they finish with the vehicle. They told me that it was ready, now I still have to bring it back so that can fix it. Bad business. I eventually had to go to a different dealer.