



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

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 | Repository <input type="checkbox"/> |
| 09-JAN-2018 | Reference No. 11061370 |

OWNER INFORMATION (Type or Print)

| | | | |
|------------|------------|------------|--|
| Name | [REDACTED] | | |
| Address | [REDACTED] | | |
| City | State | Zip Code | |
| SILVER BAY | NY | [REDACTED] | |

| | |
|--------------------------|----------------|
| Daytime Telephone Number | E-mail Address |
| [REDACTED] | [REDACTED] |
| 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 | Make | Model | Model Year |
| 1C4RJFAG9DC [REDACTED] | JEEP | GRAND CHEROKEE | 2013 |
| Date Purchased | Dealer's Name and Telephone Number | | Engine: |
| 9/23/2012 | NEMER JEEP Dodge Chrysler | | No: Cylinders |
| Original Owner <input checked="" type="checkbox"/> | Dealer's City | State | Zip Code |
| | QUEENSBURY NY | NY | |
| Transmission Type | <input checked="" type="checkbox"/> Antilock Brakes | Powertrain | Multiple Failure: |
| Automatic | <input checked="" type="checkbox"/> Cruise Control | 4-X4 | Incident Date(s) |
| | | | 09-OCT-2017 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|---|-----------------|---------------|
| Vehicle Component Code: 110000 ELECTRICAL SYSTEM - ALTERNATOR MUST BE REPLACED. | 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) | <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 2013 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V435000(ELECTRICAL SYSTEM); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CALLED NEMER DODGE CHRYSLER JEEP RAM (728 QUAKER RD, QUEENSBURY, NY 12804) AND WAS INFORMED THAT THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE VIN WAS NOT AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. T36/NHTSA ITV-435. On 2/6/2018, I CALLED FCA Recall Assistance Center (1-800-853-1403) AND heard recording which said parts are STILL NOT available.

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.

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

For SEVERAL MONTHS have been waiting for Jeep (FIAT) to replace recalled alternator on my 2017 Jeep grand Cherokee. The alternator has not failed yet. But I am afraid to drive the vehicle far from home as I am [redacted] yrs old and do not wish to get stuck anywhere. I called Nemer Jeep today (2/16/2018) and was told they still do NOT have the part and they do not have any idea when it will be available.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

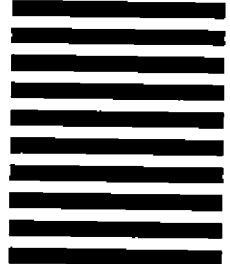
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



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