



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 11-JAN-2018
MAR 01 2018
Repository
Reference No. 11062215

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SUNSET State SC 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: 1C4RJFJT7G [REDACTED]
Make JEEP Model GRAND CHEROKEE Model Year 2016
Date Purchased [REDACTED] Dealer's Name and Telephone Number (800) 841-0909 MCKINNEY DODGE - (864) 859-1981 Engine: HEMI V8 Fuel Type: GAS
Original Owner Dealer's City EASLEY State SC Zip Code 29640 No. Cylinders 8
Transmission Type 8 SPEED AUTOMATIC Antilock Brakes Powertrain 4x4 Multiple Failure: ONE TIME Incident Date(s) 24-DEC-2017
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 BRAKES (PWS), 031000 SERVICE BRAKES, HYDRAULIC; PEDALS AND LINKAGES RUBBER COVER NOT FULLY INSTALLED AT THE FACTORY RUBBER COVER ON BRAKE PEDAL CAME OFF WHEN I HAD THE PEDAL
Failure Mileage 26000 Failure Speed 5 mph

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 NONE Number of Deaths NONE 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. AFTER THE BRAKE PEDAL WAS DEPRESSED, THE PLASTIC COVERING THE BRAKE PEDAL DETACHED, WHICH RESULTED IN THE CONTACT DEPRESSING THE ACCELERATOR PEDAL. AS A RESULT, THE VEHICLE CRASHED INTO THE NEIGHBOR'S GARAGE. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED. MCKINNEY DODGE CHRYSLER JEEP RAM AND MAZDA (4574 CALHOUN MEMORIAL HWY, EASLEY, SC) COULD NOT DIAGNOSE THE CAUSE OF THE FAILURE. THE MANUFACTURER WAS NOTIFIED AND PROVIDED CASE NUMBER: [REDACTED] THE CONTACT WOULD HAVE TO GO THROUGH HIS INSURANCE COMPANY. THE FAILURE MILEAGE WAS APPROXIMATELY 26,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

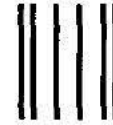
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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)

I WAS IN MY NEIGHBOR'S DRIVEWAY AND AS I WAS LEAVING I WAS GOING TO TURN THE CAR AROUND SO I COULD DRIVE FORWARD OUT OF THE DRIVEWAY. AS I PULLED FORWARD TO POSITION THE TURN AROUND. I HIT THE BRAKE PEDAL AS I APPROACHED THE GARAGE AND THE RUBBER BRAKE PEDAL COVER CAME OFF AND MY FOOT SLIPPED ONTO THE GAS PEDAL LUNGING THE CAR FORWARD. I WAS SO CLOSE TO THE GARAGE I DID NOT HAVE TIME TO HIT THE BRAKE PEDAL AGAIN & SLAMMED INTO THE GARAGE. THERE WAS DAMAGE TO THE GARAGE & MY CAR.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

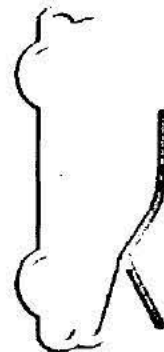


BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

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

GRANT BODY SHOP

RHAMMOND@GRANTBODYSHOP.COM
1623 Gentry Memorial Hwy, EASLEY, SC 29640
Phone: (864) 855-2335
FAX: (864) 859-3549

Workfile ID: [REDACTED]
Federal ID: 570683835

Estimate of Record

Customer: MARZEC, RICHARD

Written By: ROBBIE HAMMOND, 1/3/2018 1:25:48 PM
Adjuster: PILOTO, VIVIAN, (800) 637-0757 Business

Insured: [REDACTED]
Type of Loss: COLL - Collision
Point of Impact: 12 Front

Policy #: [REDACTED]
Date of Loss: 12/24/2017 12:00 PM

Claim #: [REDACTED]
Days to Repair: 0

Owner: [REDACTED]
SUNSET, SC [REDACTED]
[REDACTED] Evening
[REDACTED] Cell

Inspection Location:
[REDACTED]
SUNSET, SC [REDACTED]
Other [REDACTED]

Insurance Company:
LM GENERAL INSURANCE COMPANY
Lake Mary Claim Office
255 Primera Boulevard
Suite 300
Lake Mary, FL 32746
(800) 637-0757 Business

VEHICLE

2016 JEEP Grand Cherokee Summit 4WD 4D UTV 8-5.7L Gasoline Sequential MPI Granite

VIN: 1C4RJFJT7GC [REDACTED] Interior Color: [REDACTED] Mileage In: 26,369 Vehicle Out:
License: [REDACTED] Exterior Color: Granite Mileage Out:
State: [REDACTED] Production Date: 7/2016 Condition: Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package

DECOR

Dual Mirrors
Privacy Glass
Console/Storage
Overhead Console

Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Climate Control
Navigation System
Backup Camera w/Parking Sensors
Remote Starter
Intelligent Cruise
Home Link

RADIO

AM Radio
FM Radio

Satellite Radio
Equalizer
SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
Xenon Headlamps
Positraction
Blind Spot Detection

ROOF

Luggage/Roof Rack
Electric Glass Sunroof

Leather Seats
Heated Seats
Rear Heated Seats
Ventilated Seats
WHEELS
20" Or Larger Wheels
PAINT
Clear Coat Paint
OTHER
Fog Lamps
Rear Spoiler
Signal Integrated Mirrors
Headlamp Washer
California Emissions

TRUCK

Rear Step Bumper
Trailer Hitch
Trailer Package

Get live updates at [REDACTED]

Estimate of Record

Customer: [REDACTED]

2016 JEEP Grand Cherokee Summit 4WD 4D UTV 8-5.7L Gasoline Sequential MPI Granite

Wood Interior Trim

CONVENIENCE

Air Conditioning

Intermittent Wipers

Stereo

Search/Seek

Auxiliary Audio Connection

Premium Radio

Skyview Roof

SEATS

Bucket Seats

Reclining/Lounge Seats

Power Trunk/Gate Release

Estimate of Record

Customer: [REDACTED]

2016 JEEP Grand Cherokee Summit 4WD 4D UTV 8-5.7L Gasoline Sequential MPI Granite

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER					
2	* <>	Rpr Bumper cover		0	0.00	3.5	2.6
3		Add for Clear Coat		0	0.00	0.0	1.0
4		R&I Park sensor		0	0.00	0.2	0.0
5	* <>	Rpr Lower cover		0	0.00	4.0	1.8
6		Overlap Major Non-Adj. Panel		0	0.00	0.0	-0.2
7		Add for Clear Coat		0	0.00	0.0	0.3
8		O/H bumper assy		0	0.00	3.4	0.0
9	**	Repl A/M Applique center	68143106AB	1	143.00	Incl.	0.0
10		Repl Lower grille center w/o tow hooks	68141936AD	1	48.10	Incl.	0.0
11	**	Repl Opt OEM Center bezel w/adaptive cruise	68265257AA	1	38.43	0.1	0.0
12	**	Repl A/M LT Support	68144219AE	1	6.00	Incl.	0.0
13	#	go to dealer to check ditance sensor		1	0.00	0.0	0.0
SUBTOTALS					235.53	11.2	5.5

NOTES

Prior Damage Notes:
none

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			235.53
Body Labor	11.2 hrs @	\$ 44.00 /hr	492.80
Paint Labor	5.5 hrs @	\$ 44.00 /hr	242.00
Paint Supplies	5.5 hrs @	\$ 28.00 /hr	154.00
Subtotal			1,124.33
Sales Tax	\$ 389.53 @	7.0000 %	27.27
Grand Total			1,151.60
Deductible			1,000.00
CUSTOMER PAY			1,000.00
INSURANCE PAY			151.60

BACK SIDE OF RUBBER BRAKE PEDAL COVER.

THERE IS A
CRACK IN THE
RUBBER PEDAL
COVER



THE RUBBER PEDAL COVER
HAS LINES ON BOTH SIDES
WHICH SHOWS THAT THE
METAL BRAKE PEDAL
WAS NOT TUCKED INTO
THE SIDES OF THE
RUBBER COVER