



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: 20-MAY-2019
JUL 30 2019
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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SANTA FE State: NM 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: 1C4RJFCG9DC [REDACTED]
Make: JEEP Model: GRAND CHEROKEE Model Year: 2013
Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:
Original Owner: Dealer's City: State: Zip Code:
Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 17-MAY-2019
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 130000 VISIBILITY/WIPER (PWS) Failure Mileage: 47760 Failure Speed: 20

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 Failure Location:
 Prior Repair
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 20013 JEEP GRAND CHEROKEE OVERLAND.

THE SUN ROOF EXPLODED, SHOOK THE VEHICLE

SUNROOF NOT STRUCK BY DEBRIS OR FOREIGN OBJECT

MANUFACTURER CONTACTED, OFFERED TO REPAIR FREE OF CHARGE

WHILE DRIVING AT APPROXIMATELY 20 MPH, WITHOUT BEING STRUCK BY DEBRIS OR A FOREIGN OBJECT THE SUNROOF EXPLODED AND THE VEHICLE SHOOK. THERE WAS NO INJURIES SUSTAINED. THE VEHICLE WAS TAKEN TO MARK'S CASA CHRYSLER JEEP LOCATED AT 9733 COORS BLVD NW, ALBUQUERQUE, NM 87114, (505) 897-8400 WHERE THE SUNROOF WAS ORDERED. THE MECHANIC WAS ABLE TO COVER THE SUNROOF TEMPORARILY WITH A PIECE OF PLASTIC. THE VEHICLE WAS NOT YET REPAIRED. THE MANUFACTURER WAS CONTACTED AND AN O

incorrect - Jeep Chrysler dealer has parts bity - ordered one time good will offer to pay half the cost of sunroof.

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 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.