

FOR AGENCY USE ONLY 100148	
Date Received	Repository <input type="checkbox"/>
23-APR-2020 <b>JUL 16 2020</b>	Reference No. 11321998
Daytime Telephone Number	Email Address
Evening Telephone Number	

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

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: CHESAPEAKE State: OH Zip Code: [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: IC4RJFCG3DC [REDACTED]  
Make: JEEP Model: GRAND CHEROKEE Model Year: 2013

Date Purchased: 8-24-2012 Dealer's Name and Telephone Number: SUPERIOR CHRYSLER DODGE JEEP 606-329-8616  
Engine: No: Cylinders: 6 Fuel Type: GASOLINE

Original Owner:  Dealer's City: ASHLAND, KY 41105 State: KY Zip Code: 41105

Transmission Type: AUTO Antilock Brakes:  Powertrain: V6 Multiple Failure: Incident Date(s): 26-DEC-2019  
Cruise Control:

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM  
Failure Mileage: Failure Speed:  
THE VEHICLE HAS NOT FAILED YET, BUT ACCORDING TO THEIR RECALL IT OBVIOUSLY COULD BE DANGEROUS WHEN IT DOES FAIL

**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 2013 JEEP GRAND CHEROKEE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 19V813000 (ELECTRICAL SYSTEM) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CONTACTED GLOCKNER CHRYSLER, DODGE, JEEP, RAM OF ASHLAND LOCATED AT (1041 GREENUP AVE, ASHLAND, KY 41101) WHERE IT WAS CONFIRMED THAT THE PART WAS NOT AVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS 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.

5-27-2020

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

JEEP SENT ME A SAFETY RECALL NOTICE ON 12-26-2019 THAT STATED THAT THE FUEL PUMP RELAY IS SUSCEPTIBLE TO SILICONE CONTAMINATION ON THE RELAY CONTACTS, WHICH CAN CAUSE THE RELAY TO FAIL WHICH COULD RESULT IN AN ENGINE STALL CONDITION - AND A VEHICLE ENGINE STALL WHILE DRIVING CAN CAUSE A VEHICLE CRASH WITHOUT PRIOR WARNING - THEN THEY STATED THE REMEDY IS NOT CURRENTLY AVAILABLE - THIS IS 5 MONTHS LATER IT IS AS THOUGH WE HOPE YOU AREN'T KILLED IN AN ACCIDENT BEFORE WE FIX THE PROBLEM - REALLY / CAN YOU GET THEM TO FIX THE PROBLEM ? WOULD YOU FEEL SAFE FOR YOURSELF OR YOUR FAMILY WHILE YOU WAITED ATTACH ADDITIONAL SHEETS IF NECESSARY FOR THEM

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



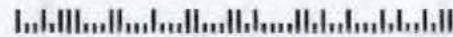
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**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](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
**888-327-4236**



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