

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Complaint Jeep Compass 2014
Date: Monday, June 8, 2020 9:43:38 AM
Attachments: [REDACTED]

Questionnaire

From: [REDACTED]
Sent: Monday, June 08, 2020 6:39 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Complaint Jeep Compass 2014



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

25-MAY-2020

Repository ☐

Reference No.
11325870

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City TRENTON

State NJ

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

1C4NJDEB0ED [REDACTED]

Make

JEEP

Model

COMPASS

Model Year

2014

Date Purchased
1/21/2020

Dealer's Name and Telephone Number
CARMAX (215) 269-1895

Engine:
No: Cylinders

Fuel Type:
Regular

Original Owner
☐

Dealer's City
Langhorne

State
PA

Zip Code
19047

2.4L I4 SFI

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

6-speed automatic

☐ Cruise Control

20-MAY-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 BRAKES (PWS), 980000 UNKNOWN OR OTHER, 060000 ENGINE (PWS)

Failure Mileage
86899

Failure Speed
0

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: DOTM9ABC036)

☐ 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).

I HAVE REPEATED GOT MY CAR SENT TO A REPAIR SHOP FOR SCREECHING TRANSMISSION & BRAKES. EVERY TIME NO ONE CAN FIND AN ISSUE AND THE NEXT DAY THE NOISES WILL COME BACK AGAIN. RECENTLY ONCE AGAIN MY CHECK ENGINE LIGHT TURNED ON. I HAVE CONSTANTLY STATED THERE IS OBVIOUSLY SOMETHING WRONG WITH THE ENGINE OR TRANSMISSION SINCE THE FIRST MONTH OF BUYING THIS CAR, BUT NO ONE CAN FIND ANYTHING SO EVERYTHING IS GOOD WITH THE CAR APPARENTLY. ITS NOT SAFE DO SOMETHING & IVE FILLED A COMPLAINT BEFORE AND GOTTEN NO RESPONSE. RECENT INCIDENT: THE CAR IS CURRENTLY WAS STATIONARY WHEN I TRIED TURNING ON MY CAR AND THE CHECK ENGINE LIGHT CAME ON. THE PAST INCIDENTS: I WAS IN MOTION ON A 40MPH ROAD AND THE CAR COMPLETELY SHUTS OFF. THE REPAIR SHOP TOOK A CRANK PIECE OUT BUT THATS NOT MAIN PROBLEM SINCE 2WEEKS LATER MY CAR DOESNT WANT TO TURN ON.

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.