

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: ODI complaint 11350315  
**Date:** Tuesday, September 22, 2020 8:43:50 AM  
**Attachments:** [REDACTED]

---

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Monday, September 21, 2020 6:48 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** ODI complaint 11350315

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Sent from my iPhone



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 19-AUG-2020

Repository Reference No. 11350315

OWNER INFORMATION (Type or Print)

Name, Address, City (CENTEREACH), State (NY), Zip Code

Daytime Telephone Number, Evening Telephone Number, E-mail Address

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 (1C4RJFBG4L), Make (JEEP), Model (GRAND CHEROKEE), Model Year (2020), Date Purchased (02/27/2020), Dealer's Name (Browns), Engine (V6), Fuel Type (Reg), Transmission Type (Automatic), Antilock Brakes, Cruise Control, Incident Date (19-AUG-2020)

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS), Failure Mileage (3800), Failure Speed (0)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model, Tire Size, DOT No., 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 (No), Fire (Yes), 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 LEASED A 2020 JEEP GRAND CHEROKEE. THE CONTACT STATED WHILE AT A STOP LIGHT, THE VEHICLE FAILED TO SHIFT INTO GEAR AND STALLED. THE "AUTO PARK ON ,PLACE VEHICLE IN PARK MESSAGE WAS DISPLAYED. IN ADDITION, THE CHECK ENGINE LIGHT WAS ILLUMINATED. THE CONTACTED ATTEMPTED TO RESTART VEHICLE SEVERAL TIMES. THERE WAS AN ABNORMAL BURNING SMELL DETECTED AND SMOKE EMERGING FROM VEHICLE. THE VEHICLE WAS TOWED TO BROWN'S JEEP CHRYSLER DODGE RAM (483 NY-112, PATCHOGUE, NY 11772(631) 289-8500) BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS CONTACTED HOWEVER NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 3,800.

Jeep was repaired to factory warranty as stated by manufacturer. Car continues to present w/ difficulty accelerating and decelerating. Valve body and Tcm were replaced/ repaired. Aux battery shorted, was repaired according to diagnostic

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,