

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: ODI Complaint 11394448
Date: Monday, February 22, 2021 9:43:18 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, February 19, 2021 9:11 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint 11394448

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.

To whom it may concern,

Please find attached my ODI complaint 11394448. If you have any questions or need anything further from me please do not hesitate to reach out.

Best

[REDACTED]
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: February 19, 2021 at 9:04:53 PM EST
To: [REDACTED]
Subject: Scanned image from [REDACTED]
Reply-To: [REDACTED]

Reply to: [REDACTED]
Device Name: [REDACTED]
Device Model: MX-M2630
Location: Not Set

File Format: PDF (Medium)
Resolution: 200dpi x 200dpi

Attached file is scanned image in PDF format.
Use Acrobat(R)Reader(R) or Adobe(R)Reader(R) of Adobe Systems Incorporated to view the document.
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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	Repository <input type="checkbox"/>
03-FEB-2021	Reference No. 11394448

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CAMBRIDGE State: MA 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 1C4RJFCG6DC [REDACTED]	Make JEEP	Model GRAND CHEROKEE	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type: Regular
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 01-FEB-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN	Failure Mileage 97000	Failure Speed 10
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Deaths 0	Reported to Police N
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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 STATED THAT WHILE THE ENGINE WAS IDLING AND THE TRANSMISSION WAS IN THE PARK POSITION, THE VEHICLE SUDDENLY DROVE FORWARD AT A SPEED OF APPROXIMATELY 10 MPH BEFORE DRIVING OVER A CURB. THE CONTACT'S WIFE WAS ABLE TO CLIMB INTO THE VEHICLE AND HANDLE THE GEAR SELECTOR CAUSING THE VEHICLE TO STOP. DURING THE INCIDENCE, A [REDACTED] OLD CHILD WAS IN THE REAR CAR SEAT. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER ISLINGTON CHRYSLER LOCATED AT 5476 DUNDAS ST W, ETOBICOKE, ON M9B 1B6, CANADA. THE CAUSE OF THE FAILURE WAS NOT YET DETERMINED. THE MANUFACTURER WAS ALSO NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 97,000.

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 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.