

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: vehicle complaint  
**Date:** Thursday, October 7, 2021 1:25:33 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Thursday, October 07, 2021 11:27 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** vehicle complaint

**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.



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

10-AUG-2021

Repository Reference No.  
11428581

## OWNER INFORMATION (Type or Print)

Name

Address

City

Ranchos de Taos

State

NM

ZIP Code

Daytime Telephone Number

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

1c4rjbt9lc

MAKE  
JEEPModel  
GRAND CHEROKEEModel Year  
2020

Date Purchased

Dealer's Name and Telephone Number  
Garcia Chrysler Dodge Jeep 5057478100Engine:  
No: Cylinders

Fuel Type:

Original Owner  

Dealer's City Espanola

STATE  
NMZIP Code  
87532

Transmission Type

 Antilock Brakes  
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)  
01-JUN-2021

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

Vehicle Components Codes: 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL

Failure Mileage  
4000.0Failure Speed  
60

## 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: DOTMAL 9ABC036)

 Original Requirement  
 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), 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), 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).

The contact owns a 2020 Jeep Grand Cherokee. The contact stated that after refueling and attempting to drive out of the service station, the vehicle independently accelerated to 60 mph. The contact was able to shift into neutral and drove the vehicle into a field and the vehicle returned to normal function. Additionally, the gear shifter was not operating as intended. The vehicle was towed to the dealer to be diagnosed. The mechanic located the wiring that failed and was able to return the vehicle to normal function. The contact also wanted to state that the dealer was unable to specify what caused the vehicle to independently accelerate. The gear shifter was repaired. The manufacturer was made aware of the failure. The failure mileage was 4,000.

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 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.