

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Follow up to ODI Complaint -----11442109 -----  
**Date:** Thursday, February 10, 2022 1:05:01 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED] >  
**Sent:** Thursday, February 10, 2022 12:29 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Fw: Follow up to ODI Complaint -----11442109 -----

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**From:** EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**Sent:** Thursday, February 10, 2022 06:50  
**To:** [REDACTED]  
**Subject:** FW: Follow up to ODI Complaint -----11442109 -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation

U.S. Department  
of TransportationNational 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

30-NOV-2021

Repository Reference No.  
11442109**OWNER INFORMATION (Type or Print)**

Name		
Address		
City	State	ZIP Code
San Juan Capistrano	CA	

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 1c4rjfbg7dd		MAKE JEEP	Model GRAND CHEROKEE	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Tustin	STATE CA	ZIP Code 92782	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 30-NOV-2021

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

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM	Failure Mileage 198000.0	Failure Speed
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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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <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), 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	Number of Deaths	Reported to Police N
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**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 2013 Jeep Grand Cherokee. The contact received notification of NHTSA Campaign Number: 19V813000 (Electrical System) however, the part to do the recall repair was not available. The contact stated that the vehicle stalled intermittently. The vehicle was taken to the dealer, but the dealer could not duplicate the failure. The dealer informed the contact that the fuel pump relay for the recall repair was not available. The vehicle was not repaired. The manufacturer was made aware of the failure and informed the contact that parts were available for the recall repair. The failure mileage was approximately 198,000. Parts distribution disconnect.

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.