

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 <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:50%;">Date Received 17-MAY-2022</td> <td style="width:50%;">Repository ☐</td> </tr> <tr> <td colspan="2">Reference No. 11464983</td> </tr> </table>		Date Received 17-MAY-2022	Repository ☐	Reference No. 11464983	
Date Received 17-MAY-2022	Repository ☐						
Reference No. 11464983							
OWNER INFORMATION (Type or Print)							
Name XXXXXXXXXX		Daytime Telephone Number XXXXXXXXXX					
Address XXXXXXXXXX		E-mail Address XXXXXXXXXX					
City Niskayuna	State NY	ZIP Code XXXXXX					
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 1JAGW5BN120XXXXXX		MAKE JEEP	Model GRAND CHEROKEE				
			Model Year 2002				
Date Purchased JAN 2022	Dealer's Name and Telephone Number Private Owner		Engine: No. Cylinders 8				
Original Owner ☐	Dealer's City Plattsburgh	STATE NY	Fuel Type: GAS				
		ZIP Code 12901					
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain Multiple Failure:	Incident Date(s) 17-JAN-2022				
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Components Codes: 060000 ENGINE (PWS), 117110 ELECTRICAL SYSTEM/INSTRUMENT PANEL/SPEEDOMETER/ODOMETER/SENSOR/SENDING UNIT		Failure Mileage 205000.0	Failure Speed				
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: DOTM1 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 2002 Jeep Grand Cherokee. The contact stated that while the vehicle was turned off, there was an abnormal sound coming from the dashboard. Additionally, while driving at various speeds, the speedometer failed to display the correct speed. The vehicle was taken to an independent mechanic to be diagnosed. The contact was informed of a leak in the EVAP system. The contact was also informed that the vehicle control sensor needed to be replaced. The vehicle was not repaired. The dealer nor the manufacturer had been notified of the failure. The failure mileage was 205,000.							
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.							

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Current failure are fire speed failure codes
won't clear / many resets

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

ALBANY NY 120

7 OCT 2022 PM 1 1



ENERGY
ACTION

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

