

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation
National Highway Traffic Safety Administration

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
15-JUN-2015

Repository
Reference No.
10725429

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City GRAND RAPIDS State MI 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 [REDACTED] Make JEEP Model GRAND CHEROKEE Model Year 2015
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders [REDACTED] Fuel Type: [REDACTED]
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type Antilock Brakes Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 09-JUN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage 2500 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTMAL9ABC036) [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 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).

I TRAVEL FOR A LIVING, OWN AND OPERATE MANY VEHICLES. I RECENTLY RENTED A GRAND CHEROKEE FOR A WEEK OF SALES IN MO. THE COMBINATION OF THE KEYLESS IGNITION AND ELECTRONIC SHIFT ARE VERY DANGEROUS FOR THE FOLLOWING REASONS:
TO START, YOU PUT YOUR FOOT ON THE PEDAL AND PUSH THE BUTTON. NO PROBLEM.
THE ELECTRONIC SHIFT DOES NOT HAVE INTUITIVE, DETENTE OR POSITIVE GEAR POSITIONS. IT REQUIRES SPECIFIC, COUNTER-INTUITIVE MOVEMENTS THAT MUST BE LEARNED, CAREFULLY EXECUTED AND TEDIOSLY WATCHED:
ON TWO OCCASIONS, I PUT MY FOOT ON THE BRAKE AND PUSHED THE BUTTON TO TURN OFF THE VEHICLE. WRONG! I CAME BACK TO A VEHICLE THAT WAS STILL RUNNING.
I ALSO THOUGHT THE TRANSMISSION WAS IN PARK 3 TIMES WHEN IT WASN'T AND GOT OUT OF THE CAR ONLY TO HAVE IT START MOVING. ONE OF THOSE TIMES THE ENGINE WAS STILL ON. ANOTHER TIME IT ROLLED BACK INTO A PARKING LOT WHILE I WAS VISITING A CUSTOMER. AFTER 2 DAYS I TRAINED MYSELF TO BE EXTRA-EXTRA CAREFUL WHEN SHUTTING OFF AND EXITING THE CAR. NO ONE SHOULD HAVE TO BE THAT CAREFUL OR GO THROUGH AN UNNATURAL RITUAL TO TURN OFF A VEHICLE.
I OWN AND DRIVE A MANUAL TRANSMISSION, AN AUTOMATIC AND A MOTORCYCLE. I HAVE DRIVEN THROUGHOUT THE US AND EUROPE. I HAV

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.

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Verified Safety Complaint for Jeep Grand Cherokee Drive Train and Electronic Gear Shift
Date: Monday, July 27, 2015 9:53:27 AM
Attachments: [10725429.pdf](#)

Sent: Friday, July 24, 2015 12:55 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Verified Safety Complaint for Jeep Grand Cherokee Drive Train and Electronic Gear Shift

From: [REDACTED]
Sent: Thursday, July 23, 2015 6:25 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Verified Safety Complaint for Jeep Grand Cherokee Drive Train and Electronic Gear Shift

Dear data quality,

I reviewed the attached complaint form and verify that it is accurate. No response required.

Thank you,

[REDACTED]