



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 241

Date Received

12-FEB-2003

2003 APR 4

Repository ☐

Reference No.

10007206

E-mail Address *q*

Daytime Telephone Number

203-265-5576

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

WALLINGFORD

State

CT

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 3/8/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

134GTE53VC771582

Make

JEEP

Model

CHEROKEE

Model Year

1997

Date Purchased

7/97

Dealer's Name and Telephone Number

Executive Jeep

239-2572

Engine

No. Cylinders

6

Fuel Type

Gas

Original Owner

☒

Dealer's City

North Haven

State

CT

Zip Code

06473

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

092000 FUEL SYSTEM, OTHER: DELIVERY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-DEC-2002

Failure Mileage

46639

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: DOTM19ABC036)

☐ Original Equipment
☐ 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:

Failure Mode:

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

Number of Deaths

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).

97 V 194 000/FUEL LEVEL SENDING UNIT: THE VEHICLE WAS NO LONGER OPERATIVE, BECAUSE THE FUEL SENDING UNIT FAILED, THERE WAS A RECALL REGARDING THE ISSUE, HOWEVER CONSUMER WAS INFORMED THE VEHICLE IDENTIFICATION NUMBER WAS NOT INCLUDED IN THE RECALL *JB

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, in the NHTSA's proceedings with administrative enforcement or litigation against a manufacturer, past 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)

The Gas gauge drops down to empty + stays there - leaving us not knowing how much gas is in the car. I drive to work very early in the morning on the partway and vehicle may run out of gas without my knowledge - leaving the vehicle uncontrollable - loss of power brakes & steering when the vehicle shuts down - This is a safety hazard. How can some vehicles with this make, model & year be recalled and fixed and not all of them? God forbid I have an accident due to this problem - Chrysler will have a law-suit over this. This needs to be addressed and fixed without any further delay - See Attached Slip from dealer

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

Frank Racclo Jr.
50 Not Brook Rd.
Wallingford, CT 06492-4318



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/defects

Vehicle: Recalls

Owner Letter

SAFETY RECALL TO REPLACE YOUR VEHICLE'S FUEL TANK SENDING UNIT

Dear Jeep Cherokee, Grand Cherokee or Wrangler Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler Corporation has determined that a defect which relates to motor vehicle safety exists in some 1997 Jeep Cherokee, Grand Cherokee and Wrangler vehicles.

The problem is...

The fuel tank level sending unit on your vehicle (identified on the enclosed form), may cause the fuel gauge to display an inaccurate fuel level. As a result, your vehicle may run out of fuel when the fuel gauge indicates that there is fuel still remaining in the tank. This could cause an accident without prior warning.

What Chrysler and your dealer will do...

Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the fuel tank sending unit. The work will take about two hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- ^ Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.
- ^ Bring the enclosed Owner Notification Form with you to your dealer. It explains the required service to the dealer.

If you need help...

If you have trouble getting your vehicle repaired, please call the Chrysler Customer Center, toll free, at 1-800-992-1997. A representative will assist you in getting your vehicle repaired. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the Toll Free Auto Safety Hotline at 1-800-424-9393. (Washington, D.C. area residents may call 1-202-366-0123.)

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thanks for your attention to this important matter.

Vehicle was brought into dealer
for recall - and was told Not covered -

Chrysler was notified
they say our Vin did not apply -

Ref # 10007206

1064

Vehicle: Recalls

Recall 97V194000: Defective Fuel Gauge Sender

The fuel tank mounted fuel level sending unit accuracy can degrade over time, indicating significantly more fuel in reserve than is actually present.

Owners may not be aware that their vehicle is low on fuel increasing the risk of a vehicle crash if the vehicle stops due to no fuel.

Dealers will replace the fuel level sending unit.

Chrysler will mail owner notifications in 3 phases. The first phase will begin June 16, 1998. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Chrysler at 1-800-992-1997. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-800-424-9393.

Ref # 10007206

2 of 4

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**