



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
(1-866-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Data Received 2006 FEB -7 AM 11-11-05
30-DEC-2005
Repository
Reference No. 10148557

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED] Evening Telephone Number [REDACTED]
City OFFALON State MO Zip Code [REDACTED]

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 contact the manufacturer or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 1/17/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of dashboard on driver's side 1J4GW88N [REDACTED] Make JEEP Model GRAND CHEROKEE Model Year 1998
Date Purchased 12-AUG-98 Dealer's Name and Telephone Number DISALVO'S JEEP CHRYSLER Engine: No. Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City SAINT LOUIS State MO Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 104000 POWER TRAIN:TRANSFER CASE (4-WHEEL DRIVE)
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-DEC-2005 Failure Mileage 20,000 Failure Speed 4 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/85R15) [REDACTED]
DOT No. (Example: DOTMALBABC036) 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 location(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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).

DT: THE CONTACT STATED THE FOUR WHEEL DRIVE WAS INOPERATIVE. THE VEHICLE WAS TAKEN TO THE DEALERSHIP, AND THEY DIAGNOSED A PROBLEM WITH THE TRANSFER CASE. THE TRANSFER CASE WILL HAVE TO BE REPLACED AS A DIRECT RESULT OF THE WRONG TRANSMISSION FLUID BEING USED. THE CONTACT USED THE FLUID THE OWNER'S MANUAL SUGGESTED, ~~MOPAR AUTOMATIC TRANSMISSION FLUID OR THE EQUIVALENT LABELED DEXRON 3~~. THE DEALERSHIP STATED THE FLUID BEING USED IS RED IN COLOR AND SHOULD BE AMBER. BOTH THE DEALERSHIP AND MANUFACTURER TOLD THE CONTACT THE OWNER'S MANUAL HAS THE WRONG TRANSMISSION FLUID INFORMATION. *AK

THESE FLUIDS ARE RED IN COLOR.

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 responses, 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)

MOST ALL JEEP TRANSMISSIONS AND TRANSFER CASES (NP 247) WERE FAULTY IN MODEL YEAR 1999 BY MOST ALL CAR REVIEWS. THE TRANSFER CASES MAKE A GROANING-GRAINDING NOISE WHEN TURNING (CLUTCHES BINDING). WHEN REALIZING THIS AFTER THEY WERE SOLD AND MANUALS PRINTED, CHRYSLER DECIDED TO UPDATE THE REQUIRED FLUID TO A HYDRAULIC TYPE MORE SLIPPERY FLUID WITHOUT SENDING BULLETINS OR RECALLS TO CONSUMERS. THIS FLUID TEMPORARILY HUSHED THE TRANSFER CASE CLUTCHES LONG ENOUGH TO COVER WARRANTY AND THEN FAIL AS MINE DID, JEOPARDIZING SAFETY BY CREATING A POSSIBILITY OF ROLLING IN "PARK" OR DRIVE TRAIN LOCK-UP AT PRIME SPEEDS

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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

ST LOUIS MO

2 21 2006 PM 10

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

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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



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and dial toll free at

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