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

AUTO SAFETY HOTLINE
VEHICLE OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-9393
DC METRO AREA 202-366-9123

Posted

FOR AGENCY USE ONLY

DATE RECEIVED

RECEIVED
00 FEB -4 AM 11:25

OFFICE DEFECTS INVESTIGATION

od. dt
rt. dt
od. hr
up. hr

REFERENCE NO.

550728

DAY TIME TELEPHONE NO. (AREA CODE)

OWNER INFORMATION (TYPE OR PRINT)

NAME and ADDRESS

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

1/2/00

VEHICLE INFORMATION

VEHICLE IDENTIFICATION NO.*

1J4FT27P4TL214020

VEHICLE MAKE

Jeep

VEHICLE MODEL

Cherokee

MODEL YEAR

1996

*LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

42000

DATE PURCHASED

12/96

NEW USED

DEALER'S NAME, CITY & STATE

DEERBROOK FOREST
JEEP HOUSTON, TX

ENGINE SIZE (CID/CC/L)

NO. CYLINDERS 4

TURBO
 DIESEL
 GAS
 FUEL INJECTN

TRANSMISSION TYPE

MANUAL
 AUTOMATIC

ANTILOCK BRAKES

YES
 NO

RESTRAINT SYSTEM

DRIVERSIDE AIRBAG MOTORBELT
 PASSENGERSIDE AIRBAG
 3-POINT BELT 2-POINT BELT

CRUISE CONTROL

YES
 NO

DRIVETRAIN

FRONT
 REAR
 4-WHEEL

BODY STYLE

STAWAG 4 DR
2 DR
HATCH BK
VAN
PK UP TRK
OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT

DOOR

PART NAME(S)

ARM REST'S

LOCATION

LEFT FRONT RIGHT REAR

FAILED PART(S)

ORIGINAL REPLACEMENT

NO. OF FAILURES

2

DATE(S) OF FAILURE(S)

JULY 97

NOV 99

MILEAGE AT FAILURE(S)

20,000

40,000

VEHICLE SPEED AT FAILURE(S)

MANUFACTURER CONTACTED

YES NO

NHTSA PREVIOUSLY CONTACTED

YES NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT

YES NO

FIRE

YES NO

NUMBER PERSONS INJURED

0

NUMBER OF FATALITIES

0

PROPERTY DAMAGE EST\$

0

POLICE REPORTED

YES NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

LEFT & RIGHT DOOR ARM REST BRACKETS ARE MADE FROM PLASTIC. THEY NEED TO BE METAL OR ALUMINUM TO HOLD THE ARM REST IN PLACE. I HAVE PAID TO REPLACE 1 OF THEM. THE OTHER THE DEALER REPLACED. THERE IS TOO MUCH PRESSURE PUT ON THEM TO BE MADE FROM PLASTIC.

CONTINUE ON BACK IF NEEDED

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.