

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

05-JAN-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

716897

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GZ58S2TC242101	JEEP	GRAND CHEROKEE	1996	

Purchase Date 01-AUG-1999	Dealer's Name _____	Engine Size (CID/CC/L) <u>4.0L I</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07457010 07300000 07360000	Part Name(s) POWER TRAIN:DRIVELINE:DIFFERENTIAL:RING AND PINION GEAR POWER TRAIN:TRANSMISSION:AUTOMATIC POWER TRAIN:TRANSFER CASE (4-WHEEL DRIVE)	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) <u>30-NOV-1999</u> Mileage at Failure(s) <u>39000</u> Vehicle Speed at Failure(s) <u>0</u>	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured <u>0</u>	Number of Fatalities <u>0</u>	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

1) DIFFERENTIAL RING & PINION GEAR FAILING. CAUSES SIGNIFICANT PULSATION/VIBRATION, MOST SEVERE AT 50-70 MPH. HAS WORSENED OVER PAST MONTH. AWAITING REPLACEMENT (2) WHILE ACCELERATING, TRANSMISSION SHIFTS BACK AND FORTH BTWN 1ST AND 2ND 2-3 TIMES TIMES BEFORE FINALLY SETTLING INTO 2ND. (3) 4WD TRANSFER CASE VERY HARD TO GET INTO FULL TIME 4WD. ALSO, VERY HARD TO GET OUT OF ANY 4WD MODE (BACK TO 2WD). INDICATOR SHOWS 2WD MODE WHEN TRUCK STILL IN 4-WD. REQUIRES VIOLENT REVERSING TO GET OUT OF 4WD. (4) LEFT REAR DOOR INTERIOR VINYL PANEL HAS COME APART TWICE, REPAIRED BOTH TIMES.

CONTINUED ON BACK (SEE)

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.