

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

06-JAN-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

716956

 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) _____ <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GW68N9XC623815	JEEP	GRAND CHEROKEE	1999	

Purchase Date 01-JAN-1999	Dealer's Name _____	Engine Size (CID/CC/L) _____ 4.7L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

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

Component 05100000 07300000 11000000	Par. Name(s) ENGINE POWER TRAIN:TRANSMISSION:AUTOMATIC HEATER:DEFROSTER:DEFOGGER AND VENTILATION	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 9	Date(s) of Failure(s) _____ 01-AUG-1999 Mileage at Failure(s) _____ 12000 Vehicle Speed at Failure(s) _____ J	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I AM AN OWNER OF A 1999 JEEP GRAND CHEROKEE LIMITED V8. I HAVE ENCOUNTERED MANY PROBLEMS WITH THIS VEHICLE BUT SOME HAVE ALREADY BEEN RESOLVED UNDER MANUFACTURER'S WARRANTY. A COUPLE PROBLEMS STILL EXIST THOUGH. ONE MAIN PROBLEM IS THAT MY VEHICLE OCCASIONALLY STALLS OUT ON ME AT RED LIGHTS. IT IDLES VERY SLOW (@400 RPM) AND THIS IS USUALLY WHEN THE VEHICLE FAILS ON ME. I'LL LOSE POWER TO THE TRANSMISSION, BUT ALL THE ELECTRICAL ITEMS WILL STILL WORK, SUCH AS THE RADIO AND HEATER. WHEN THE ENGINE DIES OUT, THE CHECK ENGINE AND AIRBAG LIGHTS WILL DISPLAY. THIS PROBLEM HAS BEEN BROUGHT TO THE ATTENTION OF TWO DEALERSHIPS BUT HAS NOT YET BEEN RESOLVED. ANOTHER PROBLEM I HAVE IS THAT I WILL FEEL A BIG CLUNK WHEN I AM ACCELERATING, I

CONTINUED ON BACK PLEASE

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.