

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

12-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

718672

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 on drivers side) 1J4GZ78Y2TC161602	Vehicle Make JEEP	Vehicle Model GRAND CHEROKEE	Vehicle Year 1996	Current Odometer Reading
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Purchase Date 01-APR-1998	Dealer's Name _____	Engine Size (CID/CC/L) 5.2LTR	☐ 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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000 06400000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC FUEL:THROTTLE LINKAGES AND CONTROL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 09-FEB-2000 Mileage at Failure(s) 77740 Vehicle Speed at Failure(s) 65	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PURCHASED VEHICLE FROM MCCUNE CHRYSLER-PLYMOUTH-JEEP AS A PREVIOUSLY OWNED VEHICLE THAT JUST FINISHED A LEASE. ON 02/08/2000, WHILE DRIVING HOME FROM BOWLING, THE TRANSMISSION WOULD NOT UPSHIFT CAUSING THE ENGINE RPM'S TO CLIMB TO 4-5,000 RPM'S (CONTINUED HOME, 7 MILES). WIFE NEXT DAY 02/09/2000, TOOK KIDS TO SCHOOL AND ON THE FREEWAY TO HER MOM'S HOUSE (A DISTANCE OF ONLY 5 MILES), TRANSMISSION FAILED TO STAY ENGAGED, SHE CREEPT HOME AT ABOUT 5-15 MPH. THIS TRANSMISSION WAS SERVICED EVERY 12-18,000 MILES. THE LAST SERVICE DONE WAS AT 70,150 MILES, (ATF+3, FILTER&GASKET)FAILURE HAPPENED AT 77,740 MILES, I WAS STUNNED! I CALLED MCCUNE AND ASKED IF THERE WAS A RECALL AND IF THERE WAS ANYTHING THAT THEY CAN DO, I WAS GIVEN AN ESTIMATE OF \$2,200+, AND WAS TO

CONTINUED ON BACK OF FORM

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.