

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

10-JUL-2000

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Reference No.

725202

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GZ58YXTC179723	JEEP	GRAND CHEROK	1996	

Purchase Date

01-FEB-1997

Dealer's Name _____

Engine Size

318

(CID/CC/L)

☐ Turbo☐ Diesel☐ Gas☒ Fuel Injection

No. Cylinders

☐ New ☒ Used

City _____ State _____ Zip Code _____

Transmission Type

☐ Manual☐ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☐ 3-Point Belt☐ Driverside Airbag☐ Passengerside Airbag☐ Motorbelt☐ 2-Point Belt

Cruise Control

☒ Yes☐ No

Drive Train

☐ Front☐ Rear☒ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Vlt☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07421000 07450000	Part Name(s) POWER TRAIN:DRIVESHAF POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 1	Date(s) of Failure(s) 16-DEC-1999 Mileage at Failure(s) 86000 Vehicle Speed at Failure(s) 70	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

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

VEHICLE VIBRATION AND LOAD ROARING NOISE REPORTED 3 TIMES TO DEALERSHIP. DRIVESHAF WAS ORDERED BUT THE PARTS WERE ON BACK-ORDER. WE WERE TOLD THE VEHICLE WAS SAFE TO DRIVE, BUT THE DRIVESHAF VIBRATION CAUSED THE TRANSFER CASE TO BLOW APART ON THE INTERSTATE AT 70MPH. THIS NEARLY CASED THE VEHICLE TO GO OUT OF CONTROL. DEALERSHIP THEN SAID THE FAILURE WAS DUE TO VEHICLE ABUSE, BUT WE HAD AN INDEPENDENT MECHANIC AND OUR AUTO INSUANCE CLAIMS ADJUSTER CERTIFY THAT THE TRANSFER CASE FAILURE WAS DUE TO THE EXCESSIVE VIBRATION OF THE DRIVE SHAFT. THE BOTTOM LINE: DEALERSHIP KNEW WE WERE DRIVING AN UN-SAFE VEHICLE AND TRIED TO COVER THEIR ERROR BY ACCUSING THE CUSTOMER OF VEHICLE ABUSE. *AK

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.