

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

20-JUL-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

725738

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 driver's side) 1J4GZ78Y5VC726489	Vehicle Make JEEP	Vehicle Model GRAND CHEROKEE	Vehicle Year 1997	Current Odometer Reading
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Purchase Date 01-JUN-1997	Dealer's Name _____	Engine Size (CID/CC/L) 5.2L	☐ 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 07457010 07460000	Part Name(s) POWER TRAIN:DRIVELINE:DIFFERENTIAL:RING AND PINION GEAR POWER TRAIN:AXLE ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 7	Date(s) of Failure(s) 27-JUN-2000 Mileage at Failure(s) 36000 Vehicle Speed at Failure(s) _____	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)

THE FRONT RING AND PINION GEARS/BEARINGS IN FRONT DIFFERENTIAL HAVE BEEN REPLACED THRICE. THE AXLE ASSEMBLY HAS BEEN REPLACED TWICE AND AN UPDATED YOKE AND DRIVE SHAFT ALSO WAS INSTALLED. THE LATEST FAILURE OCCURRED APPROXIMATELY 1200 MILES AFTER A NEW/ AXLE ASSEMBLY WAS INSTALLED ON JUNE 20, 2000 IN WEST BEND, WISCONSIN. I WAS RETURNING FROM WISCONSIN TO CALIFORNIA WHEN LATEST FAILURE OCCURRED. THE CURRENT FAILURE IS SIMILAR TO THE PREVIOUS 6 - EXCESSIVE GEAR/BEARING NOISE. I'VE CONTACTED CHRYSLER CUSTOMER CARE AND A FILE HAS BEEN ESTABLISHED. I'VE CONTACTED MY CURRENT LOCAL DEALER (PEOPLES CHRYSLER) AND REQUESTED A MEETING WITH THE DISTRICT MANAGER RE: THIS ISSUE OF CONTINUING FRONT DIFFERENTIAL FAILURES. I HAVE NOT BEEN CONTACTED BY DISTRICT MANAGER A

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.