



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

**Auto Safety Hotline**

**Vehicle Owner's Questionnaire**

NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

**FOR AGENCY USE ONLY 258**

Date Received

04-JUL-2001

Ord. or  
rt. dt  
pd. rt  
rp. ltr

Reference No.

747788

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)<br><small>(Locate at bottom of<br/>and/or above driver's side)</small>       | Vehicle Make  | Vehicle Model   | Vehicle Year   | Current Odometer Reading  |   |  |
| 1J4GW58S3XC781924   | JEEP  | GRAND CHEROKEE  | 1999   |   |   |  |
| Purchase Date<br>01-AUG-2000  | Dealer's Name _____   | Engine Size<br>(CID/CC/L) 4.0   | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input checked="" type="checkbox"/> Fuel Injectio |   |   |  |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used                                 | City _____ State _____ Zip Code _____   | No Cylinders _____  |  |   |   |  |
| Transmission Type<br><input type="checkbox"/> Manual<br><input checked="" type="checkbox"/> Automatic | Antilock Brakes<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Restraint System<br><input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel<br><input type="checkbox"/> Passengerside Airbag | Cruise Control<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No   | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input checked="" type="checkbox"/> 4-Wheel | Vehicle Type<br><input type="checkbox"/> Car <input type="checkbox"/> Sport Util<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____ | Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input checked="" type="checkbox"/> Other _____ |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

|                       |   |  |  |
|-----------------------|---|--|--|
| Component<br>07301000 | Part Name(s)<br>POWER TRAIN:TRANSMISSION:AUTOMATIC:INTERLOCK SYSTEM | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part's<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failure<br>1    | Date(s) of Failure(s) _____<br>Mileage at Failure(s) 15000          | Failed Part(s)<br><input type="checkbox"/> Yes <input type="checkbox"/> No   | NHTSA Previously<br><input type="checkbox"/> Yes <input type="checkbox"/> 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<br><input type="checkbox"/> Yes <input type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br>0 | Number of Fatalities<br>0 | Estimated Property Damag | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|---|---|--------------------------------|---------------------------|--------------------------|---|

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

AFTER READING ABOUT A RECENT INVESTIGATION INTO THE GRAND CHEROKEE GOING INTO REVERSE, IT PROMPTED ME TO REPORT THE PROBLEMS I HAVE HAD WITH THIS VEHICLE. MY GRAND CHEROKEE HAD GONE INTO REVERSE UNEXPECTEDLY TWICE NOW. ONCE IT RESULTED IN DAMAGE. THE SECOND TIME I CAUGHT IT. IT APPEARS THAT WHEN SHIFTING INTO PARK, THE SHIFTER WILL BOUNCE BACK INTO REVERSE WITHOUT WARNING. ON BOTH OCCASIONS I WAS EXITING THE VEHICLE WHEN IT BEGAN TO GO INTO REVERSE. THE SECOND PROBLEM INVOLVES THE FRONT DISC ASSEMBLIES. IT APPEARS THAT THEY WARP EARLY IN THEIR LIFESPAN. I NOTICED A LOT OF VIBRATION WHEN APPLYING BRAKES AT SPEEDS GREATER THAN 40 MPH. THIS STARTED AT ABOUT 15000 MILES AND GETS PROGRESSIVELY WORSE. SEVERAL OTHER GRAND CHEROKEE OWNERS HAVE SAID TO ME THAT THEY HAVE EXPERIENCE

COPIED FROM NHTSA FILE # 01-07301000

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.