



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

16-JUL-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

748547

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) (Locate at bottom of windshield or driver's side) 1J4GW58NX1C603381	Vehicle Make JEEP	Vehicle Model GRAND CHEROKE	Vehicle Year 2001	Current Odometer Reading
Purchase Date 01-DEC-2000	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07340000 11600000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:SWITCH:SOLENOID:; AIR CONDITIONER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 9999	Date(s) of Failure(s) 03-JAN-2001 Mileage at Failure(s) 800 20	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION PROBLEM/ THE TRANSMISSION BANGS, AND I DO MEAN BANGS INTO GEAR. CHRYSLER SAID THIS IS NORMAL FOR AN ELECTRONIC TRANSMISSION. THIS DOES NOT HAPPEN ALL THE TIME, BUT IT DOES OCCUR AT ANY SPEED AND IN ANY GEAR EXCEPT 1ST. CHRYSLER DISTRICT REP SAID THIS IS THE ELECTRONIC TRANSMISSION SEARCHING FOR THE NEXT GEAR, HE CALLED IT A BURP. I HAVE FELT WHAT HE IS TALKING ABOUT, I HAVE DRIVEN MANY OTHER VEHICLES WITH ELECTRONIC TRANSMISSIONS, BUT WHAT I AM SAYING IS THIS SUV ACTUALLY BANGS OR KLUNKS INTO GEAR SOMETIMES, ESPECIALLY WHEN I FIRST DRIVE IT FOR THE DAY, IT WILL SLAM, NOT BURP, INTO SECOND GEAR. ALSO IT SEEMS TO OCCUR MORE OFTEN WHEN GOING INTO 4TH GEAR, WHEN MY SPEED IS IN THE 45 TO 50 MILES PER HOUR RANGE. THIS SUV HAS SLAMMED INTO GEAR WHILE UP SHIFTING AND DOWN

CONTINUE ON REVERSE

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.