



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

18-MAR-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

759483

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) (Location at bottom of windshield and driver's side door) 1J4GZ58Y9TC214428		Vehicle Make JEEP	Vehicle Model GRAND CHEROKE	Vehicle Year 1996	Current Odometer Reading
Purchase Date 01-MAY-2001	Dealer's Name _____		Engine Size (CID/CC/L) 5.2	☐ 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 01310000 05250000	Part Name(s) STEERING POWER ASSIST PUMP ENGINE COOLING SYSTEM BELTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 16-MAR-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 64000		
	Vehicle Speed at Failure(s) 0		

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 Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE BACKING OUT OF A PARKING SPACE, MY WIFE HEARD A LOUD SNAP AND SUDDENLY COULDN'T STEER THE VEHICLE. SHE WAS ABLE TO MAKE IT HOME, WHERE I DISCOVERED THE SERPENTINE BELT WAS OFF THE PULLEY.. UPON FURTHER INSPECTION THE NEXT DAY, THE MOUNT THAT HOLDS THE POWER STEERING PUMP ONTO THE ENGINE BLOCK HAD SNAPPED IN 3 PLACES. I HAVE SINCE FOUND MORE INFORMATION ON THE INTERNET THAT THIS HAS HAPPENED TO OTHERS. I AM REPLACING IT WITH THE SAME DEALER PART; HOWEVER, IF THE PART ITSELF IS DEFECTIVE, THIS COULD HAVE DISASTEROUS RESULTS IF IT HAPPENED WHILE ON THE ROAD. HERE IS A LINK TO THE INFO I FOUND: [HTTP://JEEPSUNLIMITED.COM/ZJ/STEERING/BACKET.HTM](http://JEEPSUNLIMITED.COM/ZJ/STEERING/BACKET.HTM). *AK

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.