



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 252

Date Received

12-APR-2002

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
pd\_rt \_\_\_\_\_  
rp\_lr \_\_\_\_\_

Reference No.

8007523

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) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1J4FF48S31L515669	JEEP	CHEROKEE	2001			
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio		
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

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

Component 01120000	Part Name(s) STEERING COLUMN	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure	Dates of Failure(s) 01-FEB-2002 Mileage at Failure(s) 48000 Vehicle Speed at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <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 <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS BACKING OUT OF DRIVEWAY AND HEARD A BUMPING NOISE STEERING COLUMN  
DISCONNECTED FROM WHEEL.\*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.



**Vehicle Owner's Questionnaire (VOQ)**

U.S. Department of Transportation  
 National Highway Traffic Safety Administration  
 DOT Auto Safety Hotline  
 1-888-DASH-2-DOT  
 1-888-327-4236  
 www.nhtsa.dot.gov/hotline

**OWNER INFORMATION (Type or Print)**

748136

8007523

Reference No.

Date Received  
 12-APR-2002  
 DEFECTS INVESTIGATION  
 OFFICE

Od. or  
 right  
 left  
 up. fr.

**FOR AGENCY USE ONLY 252**

Work Number  
 Home No.

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

**VEHICLE INFORMATION**

Vehicle Identification No. (VIN) 1J4FF48S31L515669  
 Vehicle Make JEEP  
 Vehicle Model CHEROKEE  
 Vehicle Year 2001  
 Current Odometer Reading 47,650

Purchase Date August 2000  
 Used  New   
 Dealer Name Mike Louie, Jasper Jeep  
 City Jasper State GA Zip Code 30143  
 Engine Size (CID/CYL) 6  
 Turbo  Diesel  Gas  Diesel Injecto

Transmission Type Automatic  Manual   
 Restraint System 3-Point Belt  2-Point Belt  Motorbelt   
 Cruise Control Drive Trail  Front  Rear  4-Wheel   
 Vehicle Type Sport Lil  Truck  Van  Minivan  Other   
 Body Style 2-Door  4-Door  Stationwagon  Pick up  Truck

**FAILED COMPONENT(S)/PART(S) INFORMATION**  
 Component 01120000  
 Part Name(s) STEERING: COLUMN  
 Location Left  Right  Front  Rear   
 Failed Part(s) Original  Replacement   
 NHTSA Previously Failed Part(s) Yes  No   
 Date(s) of Failure(s) 1/30/02  
 Mileage at Failure(s) 40000  
 Vehicle Speed at Failure(s) 2 MPH

**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 N/A  
 Number of Fatalities N/A  
 Estimated Property Damage N/A  
 Reported to Police Yes  No

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

CONSUMER WAS BACKING OUT OF DRIVEWAY AND HEARD GRUNTING NOISE STEERING COLUMN DISCONNECTED FROM WHEEL. AK  
 \* See attached letters to owner & to manufacturer.  
 Jasper Jeep Service Dept. did not install parts properly according to Roswell Valley Jeep, Roswell GA. Nalley Jeep is six miles from my home. Jasper Jeep in approx #5 miles (over)

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

This problem occurred during warranty. The incident in question occurred after the warranty expired. I had one mechanic with Jasper Jeep Service Mgr. Please see letter dated March 7, 2002. The mechanic did not have the proper officials present. The district mgr for Daimler Chrysler was not present nor was anyone from the ownership. Jasper Jeep does not want to take any responsibility for this incident. I am seeking \$400 reimbursement which includes towing. NO ONE except Jasper Jeep worked on the steering. See Valley Roswell Jeep service report. Authorized Jeep Mechanics stated that the work was not done properly when Jasper performed work. ATTACH ADDITIONAL SHEETS IF NECESSARY  
\*See letters to Dealer. This could have been serious w/loss of life.

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

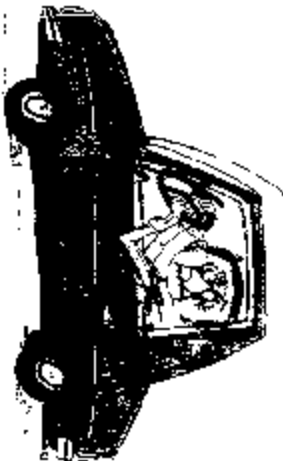
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

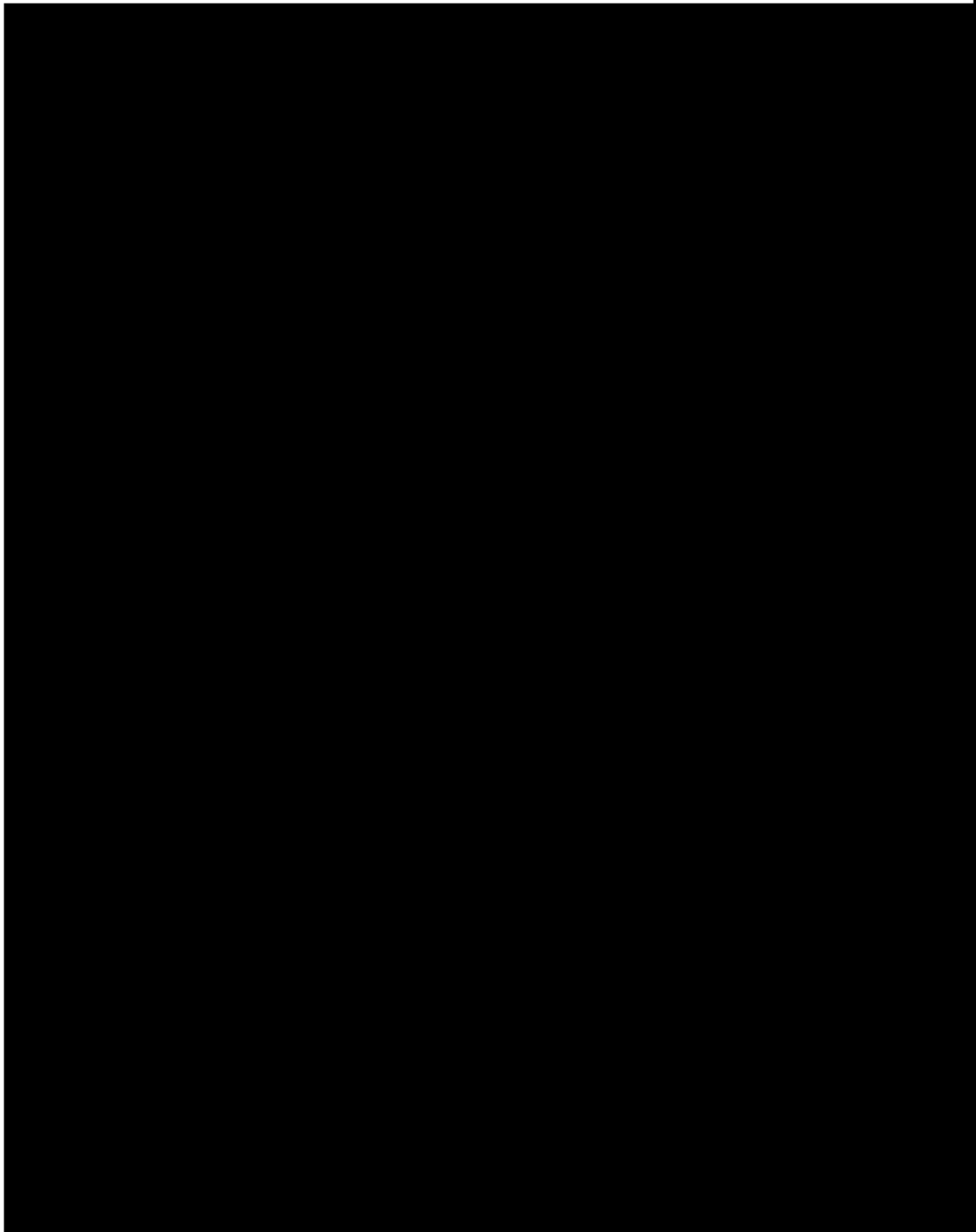
DOT Auto Safety Hotline  
(DASH) 2 DOT



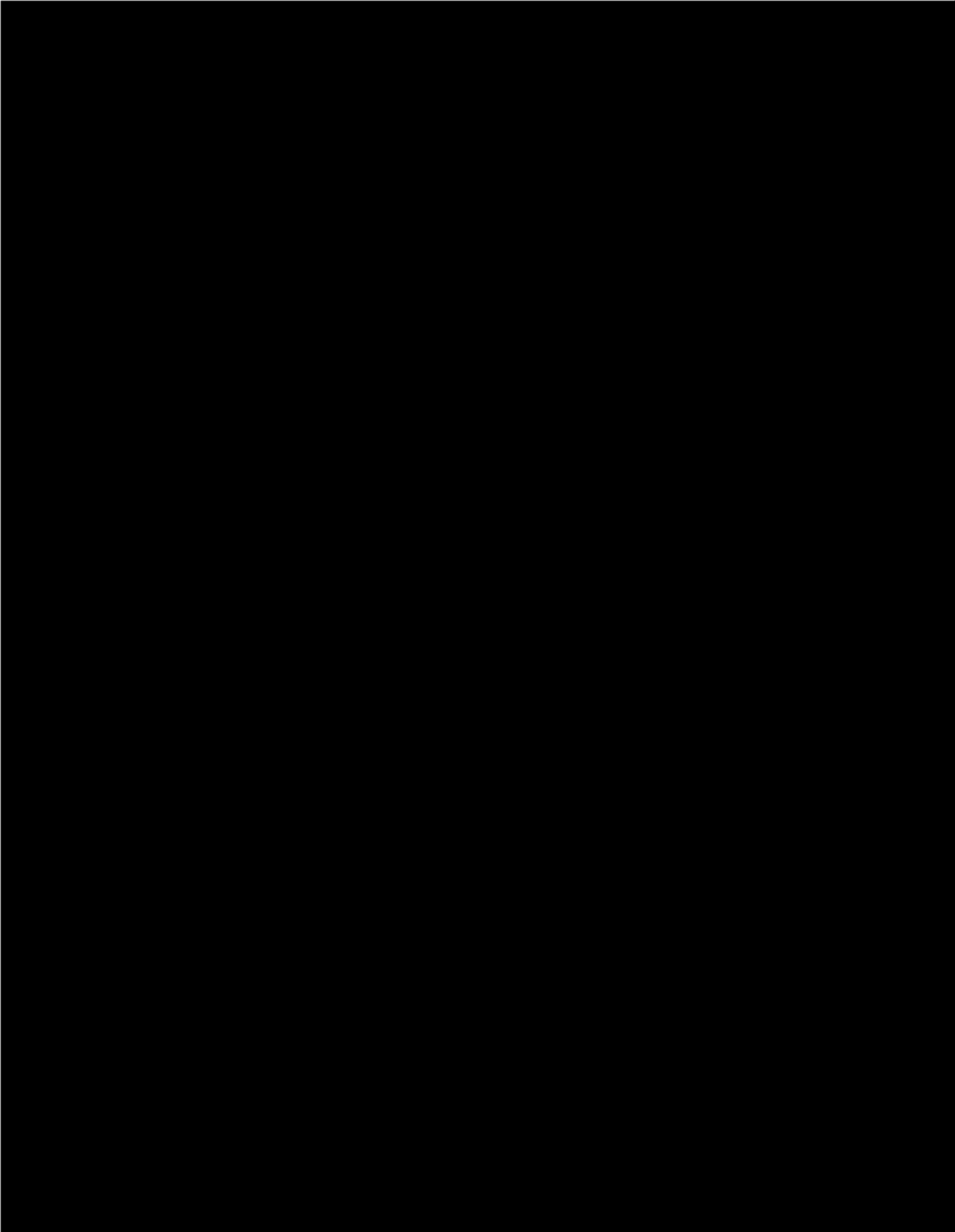
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
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**THE FOLLOWING PAGES ARE WITHHELD TO  
PROTECT UNWARRANTED INVASION OF  
PERSONAL PRIVACY PURSUANT TO  
EXEMPTION 6 OF THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

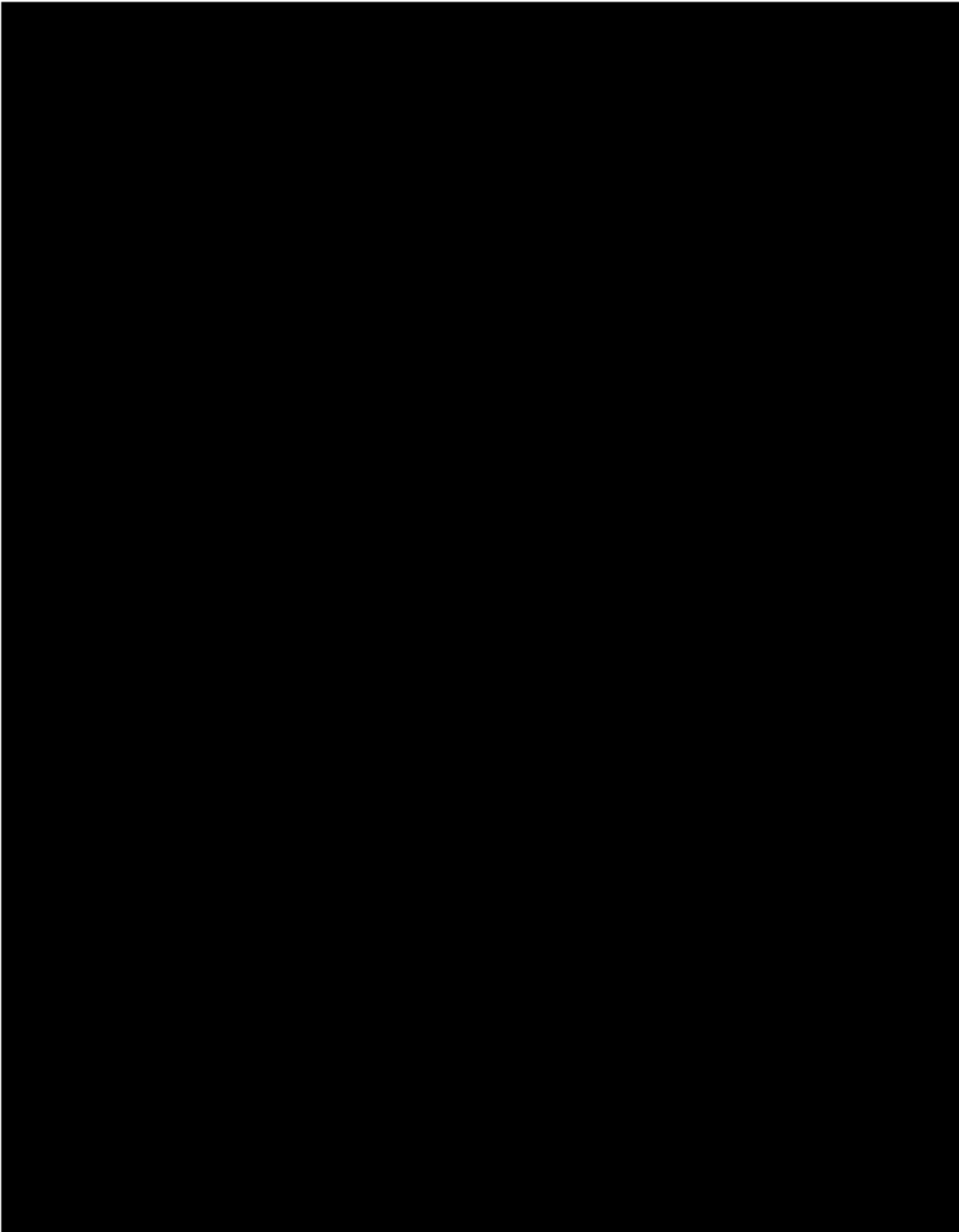
*(Page   1   through Page   9  )*











The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every receipt, invoice, and bill should be properly filed and dated. This not only helps in tracking expenses but also provides a clear audit trail for tax purposes. The author notes that many small businesses struggle with this, often losing receipts or failing to record them at all. This can lead to significant discrepancies between the books and the actual financial situation.

Next, the document addresses the issue of budgeting. It suggests that a monthly budget should be established to monitor income and expenses. This helps in identifying areas where costs can be reduced and ensures that the business remains profitable. The author provides a simple template for creating a budget, highlighting the importance of sticking to it as closely as possible. It is noted that budgeting is a key factor in the long-term success of a business, as it allows for better financial planning and control.

The third section focuses on the importance of regular financial reviews. It recommends that business owners should review their financial statements at least once a month. This allows them to catch any errors or irregularities early on and take corrective action. The author explains that regular reviews also help in identifying trends and making informed decisions about the future of the business. It is stressed that these reviews should be conducted objectively, without emotional bias, to get a true picture of the business's performance.

Finally, the document discusses the importance of seeking professional advice. It suggests that business owners should consult with an accountant or financial advisor, especially when it comes to complex issues like tax planning and investment strategies. The author notes that professional advice can provide valuable insights and help in making the most of the business's resources. It is emphasized that while it may seem like an extra cost, the benefits of professional guidance often far outweigh the expenses.

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