Form Approved: OMB No. 2127-0001

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 ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. 8007523

[redacted]

*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 bottom of windshield on driver's side) | Vehicle Make | Vehicle Model | Vehicle Year | Current Odometer Readin |
|---|---|---|---|---|
| 1J4FF48S31L515669 | JEEP | CHEROKEE | 2001 | |

Purchase Dat: ☐ New ☒ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L ____
No Cylinders ____
☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio

| Transmission Type | Antilock Brakes | Restraint System | Cruise Contro | Drive Trai | Vehicle Type | Body Style |
|---|---|---|---|---|---|---|
| ☐ Manual ☐ Automatic | ☐ Yes ☐ No | ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag | ☐ Yes ☐ No | ☐ Front ☐ Rear ☐ 4-Wheel | ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other_____ | ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other_____ |

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

| Component | Part Name(s | Location | Failed Part(s |
|---|---|---|---|
| 01120000 | STEERING:COLUMN | ☐ Left ☐ Right ☐ Front ☐ Rear | ☐ Original ☐ Replacement |

| No of Failure | Dates of Failure(s) | Failed Part(s) | NHTSA Previously |
|---|---|---|---|
| | 01-FEB-2002 | ☐ Yes ☐ No | ☐ Yes ☐ No |

Mileage at Failure(s) 48000
Vehicle Speed at Failure(s) _____

## APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

| Crash | Fire | Number of Persons Injured | Number of Fatalitie | Estimated Property Damag | Reported to Polic |
|---|---|---|---|---|---|
| ☐ Yes ☐ No | ☐ Yes ☐ No | | | | ☐ Yes ☐ No |

## 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**

COMPLETED DATA ENTRY

Form Approved: O.M.B. No. 2127-0006

U.S. Department of Transportation
National 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 252

Date Received: 12-APR-2002 (02 MAY -9 OFFICE DEFECTS INVESTIGATION)

Od_or ___ rt_dt ___ od_rt ___ up_ltr ___

Reference No. 8007523

## OWNER INFORMATION (Type or Print)

[redacted] 748136

Work Number [redacted]

Home Number [redacted]

*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 [redacted] Date 4/20/02

## VEHICLE INFORMATION

| Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) | Vehicle Make | Vehicle Model | Vehicle Year | Current Odometer Reading |
|---|---|---|---|---|
| 1J4FF48S31L515669 | JEEP | CHEROKEE | 2001 | 47,650 |

Purchase Date: August 2000 ☒ New ☐ Used

Dealer's Name: Mike Lowe, Owner, Jasper Jeep
City: Jasper State: GA Zip Code: 30143

Engine Size (CID/CC/L): No Cylinders: 6

☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection

| Transmission Type | Antilock Brakes | Restraint System | Cruise Control | Drive Train | Vehicle Type | Body Style |
|---|---|---|---|---|---|---|
| ☐ Manual ☒ Automatic | ☐ Yes ☒ No | ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag | ☐ Yes ☒ No | ☐ Front ☐ Rear ☒ 4-Wheel | ☐ Car ☐ Van ☐ Minivan ☐ Other ☒ Sport Utl Truck ☐ Motorcycle | ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☒ Truck |

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

| Component | Part Name(s) | Location | Failed Part(s) |
|---|---|---|---|
| 01120000 | STEERING:COLUMN | ☒ Left ☐ Right ☒ Front ☐ Rear | ☐ Original ☒ Replacement |

No of Failures: 1

Date(s) of Failure(s): ~~01-FEB-2002~~ 1/30/02
Mileage at Failure(s): ~~40000~~ 43,895
Vehicle Speed at Failure(s): 2 mph

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 | Fire | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police |
|---|---|---|---|---|---|
| ☐ Yes ☒ No | ☐ Yes ☒ No | N/A | N/A | N/A | ☐ Yes ☐ No N/A |

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

CONSUMER WAS BACKING OUT OF DRIVEWAY AND HEARD A GRINDING 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 Nalley Jeep, Roswell GA. Nalley Jeep is six Miles From my home. Jasper Jeep is approx 45 miles (later)

CONTINUE ON BACK IF NEEDED

**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 meeting with Jasper Jeep Service Mgr. (Please see letter dated March 7, 2002.) The meeting did not have the proper officials present. The district mgr for DaimlerChrysler was not present nor was anyone from the ownership. Jasper Jeep does not want to take any responsibility for this incident. I am seeking $480 reimbursement which includes towing. NO ONE except Jasper Jeep worked on the steering. Jim Malley 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.

US Department of Transportation

**National Highway Traffic Safety Administration**

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

Official Business
Penalty for Private Use $300

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**BUSINESS REPLY MAIL**

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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

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# VEHICLE OWNER'S QUESTIONNAIRE

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

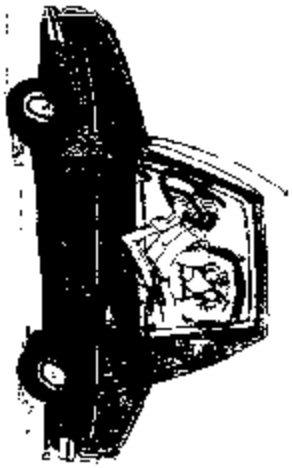
**DASH2DOT**

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 )***

[redacted]