

U.S. Department
of TransportationNational 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 1374

Date Received

05-NOV-2002

Od_or
rt_dt
od_rt
up_hr

Reference No.

8022226

OWNER INFORMATION (Type or Print)

FISHKILL

NY

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of an authorized signature, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 11/26/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of
windshield on driver's side)

PLEASE PROVIDE

SEE
NARRATIVE

Vehicle Make

JEEP

Vehicle Model

CHEROKEE

Vehicle Year

1999

Current Odometer Reading

44,500

Purchase Date

4-22-02

Dealer's Name TOWN & COUNTRY JEEP

Engine Size
(CID/CC/L)

No Cylinders 6

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection
☐ New ☒ Used

City LEVITTOWN State NY Zip Code 11756

Transmission Type

☐ Manual
☒ Automatic

Antilock Brakes

☒ Yes
☐ No

Restraint System

☒ 3-Point Belt
☐ Motorbelt
☒ Driverside Airbag
☐ 2-Point Belt
☒ Passengerside Airbag

Cruise Control

☒ Yes
☐ No

Drive Train

☐ Front
☐ Rear
☒ 4-Wheel

Vehicle Type

☐ Car
☐ Van
☐ Minivan
☐ Other
☒ Sport Utility
☐ Truck
☐ Motorcycle

Body Style

☐ 2-Door
☒ 4-Door
☐ Stationwagon
☐ Pick Up Truck
☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
02483000

Part Name(s)

SUSPENSION: SINGLE AXLE: REAR: NON-POWER AXLE: BEARING W

Location

☐ Left
☐ Front
☐ Right
☒ Rear

Failed Part(s)

☒ Original
☐ Replacement

No of Failures

 Date(s) of Failure(s) 25-AUG-2002 / REPAIR DATE 9/3/02
 Mileage at Failure(s) 37,293
 Vehicle Speed at Failure(s)
Failed Part(s)
Available?☒ Yes ☐ NoNHTSA
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

NONE

Number of Fatalities

NONE

Estimated Property Damage

N/A

Reported to Police

☐ Yes ☐ No

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

CONSUMER STATES THAT THE REAR WHEEL BEARINGS IN THE REAR AXEL HAD WORE DOWN.
 PLEASE PROVIDE ANY ADDITIONAL INFORMATION. TS

VIN: 1J4GW58S4XC786498

MILEAGE AT TIME OF REPAIR WAS 37,293 AND THE PROBLEM
 BEGAN AT 36,000. THE LETTER I INCLUDED SHOULD EXPLAIN THE

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)

PROBLEM COMPLETELY. I ALSO ENCLOSED A COPY OF THE BILL, BOTH OF WHICH WERE SENT TO JEEP. MY MAIN CONCERN WITH THE FAILURE OF THE CARRIER BEARINGS IS THAT THEY WERE INSTALLED IMPROPERLY AT THE TIME OF MANUFACTURE. I HAVE ALSO BEEN ADVISED BY A JEEP SERVICE TECHNICIAN THAT THEY ARE AWARE OF THIS PROBLEM BUT HAVE REFUSED TO TAKE ANY ACTION.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 72173 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

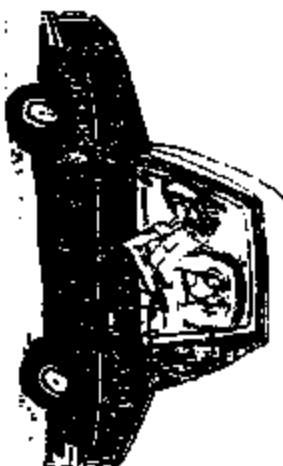
DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/online>

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
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).**