

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 137

Date Received

07-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

856434

 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 front of windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GZ58S8VC744498	JEEP	GRAND CHEROKEE	1997	

Purchase Date	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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☒ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 02-FEB-2000 Mileage at Failure(s) 25000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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 Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AFTER VEHICLE WAS PARKED FOR A WEEK AND WITHOUT STARTING THE ENGINE, BRAKES DID NOT WORK PROPERLY WHEN APPLIED. VEHICLE DID NOT STOP, AND EMERGENCY BRAKES HAD TO BE APPLIED. *AK

CONTINUED ON BACK (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.

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Data Received

MAR-05 11:01 AM
07-FEB-2000
OFFICE
SAFETY INVESTIGATIONOdr _____
rt_dt _____
od_rt _____
up_itr _____

Reference No.

856434

Work Number

Home Number

OWNER INFORMATION (Type or Print)

588992

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

Signature of Owner

Date 2/29/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GZ68S8VC744498	JEEP	GRAND CHEROK	1997	26000

Purchase Date

7/97

Dealer's Name DAN'S JEEP - EAGLE

Engine Size

(CID/CC/L) 6.0L

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

City WEST GALE State ALA Zip Code

No Cylinders 6

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

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

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CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail										
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)										
TIRE IDENTIFICATION NO.*										
D	Q	T							MANUFACTURER/TIRE NAME	SIZE
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.										
NARRATIVE DESCRIPTION (CONTINUED)										

AFTER RETURNING FROM A 7 DAY BUSINESS TRIP, ATTEMPTED TO MOVE
 CAR TO CLOSER LOCATION TO OFFICE TO LOAD LUGGAGE. AFTER MOVING APPROX
 100 FT AT APPROX 5 MPH I FELT LIKE CAR RAN OVER A LARGE OBSTRUCTION
 IN PARKING LOT (NO OBSTRUCTION WAS FOUND, PARKING LOT WAS CLEAR OF DEBRIS)
 UPON ATTEMPTING TO STOP CAR REALIZED BRAKES HAD FAILED. I PUT TRANSMISSION
 IN NEUTRAL AND ^{ATTEMPTED TO USE HANDS / BRAKES} COASTED TO A STOP. AFTER SEVERAL ATTEMPTS TO PULL BRAKE
 BRAKE PEDAL CAME BACK. RETURNING CAR TO A TIRE SERVICE CTR
 THEY FOUND THAT THE BRAKE PAD HAD SEPARATED FROM ITS METAL SUPPORT
 THE REST OF THE BRAKE PADS SHOWED NORMAL WEAR FOR A CAR WITH 25,000 MI
 (EST. BRAKE LIFE 60,000 MI) IF THIS FAILURE HAD OCCURRED IN TRAFFIC, A
 SERIOUS LIFE THREATENING ACCIDENT COULD HAVE TAKEN PLACE. ATTEMPTED TO
 TALK TO CHRYSLER CUSTOMER SERVICE AND THEIR ATTITUDE WAS CASUAL AND
 DISMISSIVE TO THE PROBLEM. THIS IS, IN ADDITION, A SERIOUS SAFETY PROBLEM
 THAT SHOULD BE INVESTIGATED IF NOT BY CHRYSLER, THAN BY NHTSA.

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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.

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 National Highway Traffic Safety Administration
 Auto Safety Hotline, NEF-11 H.
 400 7th Street, SW
 Washington, DC 20590

