

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

335

Date Received

09-JUN-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

860023

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>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4FJ78L0LL171732	JEEP	CHEROKEE	1990	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inertial <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" 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"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Utility Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07301000	Part Name(s) POWER TRAIN: TRANSMISSION: AUTOMATIC INTERLOCK SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 0	Date(s) of Failure(s) 22-MAY-2000 Mileage at Failure(s) 111740 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

GEAR SHIFT WAS NOT SUPPOSE TO GO INTO DRIVE WITHOUT EITHER PRESSING ON THE BRAKES OR TURNING THE KEY IN IGNITION. CONSUMER WAS ABLE TO PUT CAR IN REVERSE BY ACCIDENTLY HITTING GEAR SHIFT. ALSO, DEALER FOUND THAT THE RAMP IN WHICH THE LOCKING MECHANISM FITTED INTO WAS WORN OR DESIGNED AT AN EXTREME AN ANGLE, ALLOWING THE RAMP TO BE PUSHED INTO THE REVERSE POSITON. IN 1998, DEALER INSTALLED A SHIFT INTERLOCK SYSTEM.

*AK

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 335 Date Received _____ RECEIVED 00 JUL 10 AM 10:30 09 JUN 2000 OFFICE DEFECTS INVESTIGATION Mod or _____ rl_dt _____ pd_cn _____ up_nr _____ Reference No. 853323	
OWNER INFORMATION (Type or Print) SHERLEY GREGA 613392 70 COOLIDGE ST., ASHLAND OR 97620		Work Number _____ Home Number 541-488-2349	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. Signature of Owner <i>Shirley Grega</i> Date <i>6/28/00</i>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) <small>(Located at bottom of windshield on driver's side)</small> 1J4FJ78L0LL171732	Vehicle Make JEEP	Vehicle Model CHEROKEE	Vehicle Year 1990
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 checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel		Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <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 07301000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:INTERLOCK SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 0	Date(s) of Failure(s) <u>22-MAY-2000</u> Mileage at Failure(s) <u>111740</u> Vehicle Speed at Failure(s) <u>0</u>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" 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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Fatalities 0
Estimated Property Damage		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
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www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335	
Date Received 09 JUN 2000	Office DEFECTS INVESTIGATION
Reference No. 863323	Work Number
Home Number	

OWNER INFORMATION (Type or Print)

613392

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of your authorization, NHTSA will not provide your name and address to the vehicle manufacturer.
 Signature of Owner: _____ Date: **6/28/00**

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) 1J4FJ78L0LL171732	Vehicle Make JEEP	Vehicle Model CHEROKEE	Vehicle Year 1990	Current Odometer Reading		
Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection			
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____				
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Utl <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

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No of Failures 0	Date(s) of Failure(s) 22-MAY-2000 Mileage at Failure(s) 111740 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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Subj: Defective Shift Mechanism, 1990 Jeep Cherokee
Date: 6/9/00 9:11:36 AM Pacific Daylight Time
From: Grapemail
To: dodgecpsales@lithia.com

June 9, 2000

Mr. Scott Hilliard, General Manager
Mr. Mark Connor, Service Manager
Lithia Motors
Medford, OR

I wanted to update you on my findings regarding the accident involving my Jeep when the shift lever disengaged from park into reverse causing the vehicle to roll into a telephone pole on May 22, 2000.

I received a letter dated May 31, 2000 from Mr. David Bennis at Chrysler regarding the investigation performed at your service facility on May 25, 2000 by Dave Price of EA Associates. Mr. Price inspected the underside of the vehicle only and took pictures. The letter from Mr. Bennis stated that there was not a problem with the parking pawl or the parking brake. That may be factual based on the above mentioned inspection. I did not feel that the inspection or subsequent letter fully addressed the problem.

On June 8, 2000, I took the vehicle to Butler Acura service and asked them to render an independent inspection and evaluation. They removed the entire center console and under dash panel to access the interlock mechanism. They determined that the added (10/98) interlock system was operating correctly but the ramp that the locking tang fits into seemed to be either worn or designed at too extreme an angle. When the lock button is depressed the tang drops down slightly to a position that allows it to fall into the reverse position. I have photos of the part in question with the tang in the slipped position.

I would appreciate if you would help me determine if the part in question has indeed been worn or if it was designed that way. My concern is that this is a safety issue problem and not a part of normal vehicle maintenance. I will be forwarding a copy of this letter to Mr. Bennis. Please let me know if you wish to inspect the vehicle further. I will be happy to bring it in at your convenience.

Thank you,



June 9, 2000

Mr. D.M. Bennis
Special Investigations
Daimler Chrysler Motors Corporation
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Re: File No. 7195597
VIN: 1J4FJ78L0LL171732

Dear Mr. Bennis,

Thank you for your letter of May 31, 2000. I appreciate DaimlerChrysler Motors recommendation regarding the safety features of placing the gear selector in park, setting the parking brake, the ignition turned off and the keys removed. All of the above were done on the date of the accident except the setting of the parking brake. I do not have small children but I have seen a 7 year old release a parking brake in another vehicle. On May 22nd, my 25 yr. old son was sitting in the passenger side of my car when he reached over on the drivers side to retrieve a pencil that had fallen. His hand may have been on the gear shift when it disengaged causing the car to roll into a telephone pole. This was not some small child playing with the controls.

I am enclosing a copy of my letter to Lithia Motors, a copy of the inspection report performed by Butler Acura and a copy of the photo taken inside the console area.

I wish to request a further investigation into this matter. My concern is that when I brought my vehicle to Lithia Motors in October of 1998 for the installation of the shift interlock mechanism they had the affected ramp exposed and should have noticed if it was worn and should not have installed the interlock system without repairing the worn part. If in fact the part came that way as part of the original system then I believe it could be a manufacturing design error.

Your attention to this will be much appreciated and I look forward to your reply.

Very truly yours,

51014

62965

INVOICE



1893 Highway 99 North • Ashland, OR 97520
 (541) 486-8746
 1-800-827-7720 Fax (541) 482-6953
 7:30 - 5:30 Mon - Fri
 butlacur@cdsnet.net

PAGE 1

BUS:

SERVICE ADVISOR: 679 CHERS MATHERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	90	JEEP CHEROKEE	1J4FJ78L0L171732	SUJ660	111740/111740	E2467	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01 JAN 1990			17:00 08 JUN 00		63.00	CASH	08 JUN 2000

R.O. OPENED	READY	OPTIONS:	DLR:07890
13:06 08 JUN 00	16:05 08 JUN 00		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CHECK AND ADVISE ON SHIFT ENTER LOCK SYSTEM
 ADIAG DIAGNOSE (CHECK & ADVISE)
 360 COM 2.60 163.80 163.80
 111740 2.6 HAD TO REMOVE ENTIRE CENTER CONSOLE AND UNDER DASH PANEL TO
 ACCESS INTERLOCK MECHANISM. DETERMINED THAT THE ADDED INTERLOCK SYSTEM
 IS OPERATING CORRECTLY BUT THE RAMP THAT THE LOCKING TANG FITS INTO
 SEEMS TO BE EITHER WORN OR DESIGNED AT TOO EXTREME AN ANGLE. ALLOWS THE
 TANG TO BE PUSHED INTO THE RELEASE POSITION. PLEASE SEE ATTACHED
 PICTURES.



PAID

JUN 08 2000

YOUR NEXT SERVICE VISIT BE BUTLER ACURA HYUNDAI

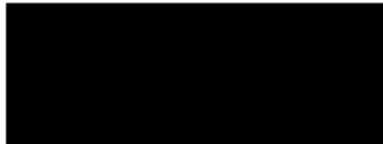
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	163.80 0.00 0.00 0.00 0.00 163.80 0.00 0.00 163.80
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

REMEMBER...WE CAN SERVICE YOUR OTHER VEHICLES TOO!
CUSTOMER COPY

DAIMLERCHRYSLER

DaimlerChrysler
Motors Corporation

May 31, 2000



Re: File No.: 7195597
V.I.N.: 1J4FJ78L0LL171732

Dear Ms. Grega:

This will acknowledge your inquiry regarding the incident that occurred involving your 1990 Jeep Cherokee.

Naturally, we were sorry to learn of this incident. However, as stated in the owner's manual DaimlerChrysler Motors Corporation recommends that the gear selector be placed in park, the parking brake set, the ignition turned off, and the keys removed whenever the vehicle is left unattended. Also, the owner's manual cautions against leaving children in a vehicle unattended.

Please be advised that our investigation did not find any problem with the parking pawl or the parking brake of this vehicle. Therefore, we must respectfully decline participation with any costs associated.

- When an insurance company has paid a claim, the rights of recovery rest with them. Should they feel that there is a manufacturing responsibility with regard to their loss, they may subrogate which would include your deductible.

Thank you for this opportunity to review this matter with you.

Sincerely,

A handwritten signature in black ink, appearing to read "DMB".

D. M. Bennis
Special Investigations
(248) 944-7036

DMB/sms