

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**

558

Date Received

19-JUN-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

863803

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4FJ28S8VL518639	JEEP	CHEROKEE	1997	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ Motorbelt ☒ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Vlt ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13730000	Part Name(s) STRUCTURE:HOOD ASSEMBLY:LATCHES	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 09-JUN-2000 Mileage at Failure(s) 01000 Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AT APPROXIMATELY 50 MPH HOOD OPENED UP W/O WARNING. HOOD WAS NOT TAMPERED WITH, AND OPENED UNEXPECTEDLY THROUGH BOTH SAFETY LATCHES. DEFECT AFFECTED CONSUMER'S VISIBILITY ON THE HIGHWAY, WHICH ALMOST LED TO AN ACCIDENT. *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.

 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 558 Date Received <u>09 JUL 18 PM 2:59</u> <u>19 JUN 2000</u> OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted] 614834				Od_or _____ rt_dt _____ od_rt _____ up_lr _____ Reference No. 863803	
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 <u>07/11/00</u>					
Vehicle Information					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1J4FJ28S8VL518639		Vehicle Make JEEP		Vehicle Model CHEROKEE	
		Vehicle Year 1997		Current Odometer Reading 60,000	
Purchase Date MAY 97 ☐ New ☒ Used		Dealer's Name MARON CHRYSLER City ORCHARD PARK State N.Y. Zip Code 14127		Engine Size (CID/CC/L) 4.0L No Cylinders 6 ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
Transmission Type ☒ Manual ☐ Automatic		Antilock Brakes ☐ Yes ☒ No		Restraint System ☐ 3-Point Belt ☐ Motorbelt ☒ 2-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag	
		Cruise Control ☐ Yes ☒ No		Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	
		Vehicle Type ☐ Car ☒ Sport Ult ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other		Body Style	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 13730000		Part Name(s) STRUCTURE:HOOD ASSEMBLY:LATCHES		Location ☐ Left ☐ Right ☒ Front ☐ Rear	
		Failed Part(s) ☒ Original ☐ Replacement			
No of Failures 1		Date(s) of Failure(s) 09 JUN 2000 Mileage at Failure(s) 61000 Vehicle Speed at Failure(s) ~ 50 mph		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 ESTIMATE ENCLOSED	
				Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
WHILE DRIVING AT APPROXIMATELY 50 MPH HOOD OPENED UP W/O WARNING. HOOD WAS NOT TAMPERED WITH, AND OPENED UNEXPECTEDLY THROUGH BOTH SAFETY LATCHES. DEFECT AFFECTED CONSUMER'S VISIBILITY ON THE HIGHWAY, WHICH ALMOST LED TO AN ACCIDENT. 'AK					
CONTINUE ON BACK IF NEEDED					
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[REDACTED]

[REDACTED]

June 13, 2000

Chrysler Customer Service
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Subject: 1997 Jeep Cherokee
Marong Chrysler, Orchard Park, NY
1J4FJ28S8VL518639
May 97, 60890 miles

Dear Sir/Madam:

I am writing in regard to the above Jeep. Friday last, my wife was driving the Jeep with our six year old son and the hood released without warning and bypassed the safety latch, thus opening up while she was going 55 mph. Fortunately they did not get injured. She was able to close the hood; however, we cannot open it now. Because of this, she took it to the dealership for repair. Since this is a safety issue and obviously a fluke that could cause injury or death I felt it should be replaced at no charge. Obviously, she is afraid to drive it. To my surprise, the dealer rep said that we did not properly lube the safety latch and we would have to spend \$1000 to replace the hood. The whole point of having a redundant safety latch is that if the primary one releases, the safety latch catches. I am sure that there are many Jeep owners that do not lube their safety latches properly and this does not happen to them. I know quite a few of them and would be willing to take a survey.

What I would like is a prompt response to this problem, since we cannot open the hood for any kind of service if necessary.

If I do not get a response, I will be forced to seek an attorney and file a lawsuit. I am not happy to think my wife and child could have lost their life over this. You do not know how furious I am right now.

By the way, I am in the market for a new car and have been considering a Dodge Neon.

Sincerely,

[REDACTED]

06/13/2000 at 08:43 AM
29158

Job Number:

CCC AUTOBODY REPAIR

License #:R5150599

MARONG CHRYSLER /PLYMOUTH/ JEEP/ EAGLE

YOU BELONG AT MARONG

S3599 SOUTHWESTERNWESTERN BLVD.

ORCHARD PARK, NY 14127

(716)662-4407 Fax: (716)662-9470

PRELIMINARY ESTIMATE

Written by: GUSTAVE LARSON #FP70

Adjuster:

Insured
Owner
Address
Date
Business

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

1997 JEEP CHEROKEE 4X4 SE 6-4.0L-FI 4D UTV Int:
VIN: 1J4FJ28S8VL518639 Lic: R122UJ NY Prod Date: Odometer: 60930
Intermittent Wipers Dual Mirrors Clear Coat Paint
Power Steering Power Brakes Driver Airbag
Passenger Airbag Hiback Bucket Seats

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		HOOD					
2	Repl Hood		1	310.00		1.2	2.6
3	Add for Clear Coat						1.0
4	Add for Underside (Complete)						1.3
5	Add for Clear Coat						0.3

06/13/2000 at 08:43 AM
29158

Job Number:

PRELIMINARY ESTIMATE

1997 JEEP CHEROKEE 4X4 SE 6-4.0L-FI 4D UTV Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
6	Repl	Latch 4.0L	1	14.00	0.3	
7	Repl	Safety catch	1	12.00	Incl.	
8	Repl	RT Hinge	1	19.75	0.3	0.3
9	Repl	LT Hinge	1	19.75	0.3	0.3
10		COWL				
11*	Rpr	Cowl grille			4.0	0.8
12#	Refn	blend and tint to match				1.5
13#	Repl	cover car to protect	1	5.00	0.3	
14#	Subl	hazardos wast removal	1	3.00		
15#	Refn	anti corrsion protection				0.5
Subtotals ==>				383.50	6.4	8.6

Parts		383.50
Body Labor	6.4 hrs @ \$ 36.00/hr	230.40
Paint Labor	8.6 hrs @ \$ 36.00/hr	309.60
Paint	8.6 hrs @ \$ 16.00/hr	137.60

SUBTOTAL		\$ 1061.10
Sales Tax	\$ 1061.10 @ 8.0000%	84.89

GRAND TOTAL		\$ 1145.99
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ADJUSTMENTS:		
Deductible		0.00

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 1145.99

06/13/2000 at 08:43 AM
29158

Job Number:

PRELIMINARY ESTIMATE

1997 JEEP CHEROKEE 4X4 SE 6-4.0L~FI 4D UTV Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(*) items are derived from the Guide DR3WE97. Database Date 5/2000. Double asterisk(**) items indicate parts supplied by a supplier other than the original equipment manufacturer. Pound sign (#) items indicate manual entries. CAPA items have been certified for fit and finish by the Certified Auto Parts Association. NAGS Part Numbers, Prices and Labor Times are provided from National Auto Glass Specifications, Inc.

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