

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

156

Date Received

06-JUL-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

864871

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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GZ58YXVC733765	JEEP	GRAND CHEROK	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	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07457000	Part Name(s) POWER TRAIN:DRIVELINE:DIFFERENTIAL:OTHER PARTS (8/8Z)	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 01-MAR-2000 Mileage at Failure(s) 61 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)

DEFECTIVE DESIGN OF THE FRONT AND REAR DIFFERENTIAL WHICH MAKES A "WHINING NOISE" AND CAUSE THE METAL TO BE SHAVED OFF. DEALER HAD TO REPLACE BOTH DIFFERENTIAL. PLEASE PROVIDE FURTHER INFORMATION.*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.



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00 AUG 11 AM

06-JUL-2000

OFFICE
DEFECTS INVESTIGATION

Od or

R: 67

od_r

up_itr

Reference No.

864871

OWNER INFORMATION (Type or Print)

618961

Work Number na

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 authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 08/05/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GZ58YXVC733765	JEEP	GRAND CHEROK	1997	70,500
Purchase Date JUNE 97	Dealer's Name Dulles Motor Cars, Inc		Engine Size (CID/CC/L) 5.2L	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
☒ New ☐ Used	City Leesburg State VA Zip Code 20175		No Cylinders 6	
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		Body Style ☒ Sport Ut ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

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No of Failures	Date(s) of Failure(s) 01-MAR-2000 Mileage at Failure(s) 61 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☒ No	NHTSA Previously Contacted? ☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

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[REDACTED]
Aug 07, 2000

U.S. Department of Transportation
Attn: Office of Defect Investigations (ODI)
400 7th St SW
Washington, DC 20590

Subject: Request Investigation of 1997 Jeep Grand Cherokee Power Train safety

To Whom It May Concern:

I request an investigation be initiated regarding the early failure of Jeep Grand Cherokee Power Trains. I am specifically concerned about the safety of the differentials. I saw numerous other complaints regarding these parts at your web site.

In February 2000, my Jeep's rear differential was diagnosed as failing at the 60K checkup when metal shavings were found in the differential fluid. I contacted Jeep Warranties (800-992-1997) regarding the early failure of this power train component. After numerous calls and discussions, the only thing Jeep would offer to pay for were the parts. Needless to say, I had the rear differential replaced. I was very concerned after visiting your web site and saw the danger of vehicle flipover if the differential locked up. In March, I had the part replaced at approximately 61,600 miles and it cost me \$624.42.

In July 2000, I heard a "whining" coming from the front of my vehicle. I had approximately 69,900 miles on the vehicle. I took it in for inspection, and was told that my front differential was failing and it needed to be replaced. I again called the Jeep Warranty number (800-992-1997) and tried to get them to pay for the entire cost. After numerous discussions and phone calls, the most they would pay for was 1/2 of the entire cost. My portion of the repair was \$328.28. Enclosed are copies of the repair receipts and costs.

In addition to the aforementioned items, I had other problems:

- In July 2000, Jeep had to repair a gas tank gasket that had failed (69,900 miles). This repair was a free rework of the Gas Tank Sensor recall repair, performed in October of 1998 at 29575 miles.
- In April 1999, at approximately 41,200 miles, one of the two pumps failed in the master brake cylinder. I had to pay to replace it outside of warranty.
- Due to misalignment of the driver's side door, the roller pins broke 3 times and were repaired under warranty. The door hinges were re-welded on 3 times until the door was installed properly.

I knew I would have more expenses when I bought this type of vehicle, but I did not expect these safety issues. The vehicle has not been used for off-roading! **Please investigate the safety of this vehicle.**

If you need to contact me, I can be reached during the day at (703) 697-0969 or 0968. I would appreciate a response on when an investigation will be launched.

Sincerely,

[REDACTED]

57553

37257

INVOICE

DULLES**MOTOR CARS, INC.****"Challenging the Ordinary!"**107 Catocin Circle S.E. * Leesburg, VA 20175
(703) 777-7077 * Metro 478-1055

PAGE 1

SERVICE ADVISOR: 586 DOUG STEPHENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREEN	1997	JEEP GRAND CHEROKEE	1J4GZ58YXVC733765		69976/69989	T857B	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN2000			7:00 06JUL00		75.00		07JUL2000

07:43 06JUL00 09:58 07JUL00

LINE OPCODE TECH TYPE HOURS

A LEAKING GREASE LF WHEEL AREA

CAUSE: F

02130700 REPLACE BOTH FRONT AXLE SEALS

541 STULL, RON LIC#: 9875

WAJ

(N/C)

541 STULL, RON LIC#: 9875

CA

34.00

34.00

2 4874477 SEAL-AXLE DRIVE SHAFT

CA

5.25

5.25

10.50

WAJ

(N/C)

FC: X2 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

Jeep pays 1/2 of
Front D. Differential
Replacement

SPLIT FOR LINE A 50/50 LABOR AND PARTS

B LEAKS GAS AT TIMES--MORE ON FULL

CAUSE: F

14604005 SEAL, FUEL PUMP MODULE Replace (B)

54 STULL, RON LIC#: 9875

WAJ

(N/C)

1 52018808 SEAL-FUEL PUMP AND LEVEL

FC: X2 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

GAS TANK Rework

(N/C)

C WHINNING NOISE AT HWY SPEEDS

CAUSE: F

02401019 BEARINGS, DIFFERENTIAL SIDE-Replace (A)

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. 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.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

57553

37257

INVOICE

DULLES

MOTOR CARS, INC.
"Challenging the Ordinary!"

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 (703) 777-7077 * Metro 478-1055

PAGE 2

SERVICE ADVISOR: 586 DOUG STEPHENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREEN	1997	JEEP GRAND CHEROKEE	1J4GZ58YXVC733765		69976/69989	T857B	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN2000			17:00 06JUL00		75.00		07JUL2000

R.O. OPENED	READY	OPTIONS
07:43 06JUL00	09:58 07JUL00	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
541	STULL	RON	LIC#:	9875			(N/C)
541	STULL	RON	LIC#:	9875			(N/C)
4746772	SEAL-DRIVE PINION					125.80	125.80
1	5252508	BEARING-DRIVE PINION			7.85	7.85	7.85
1	J8126499	BEARING-DRIVE PINION			25.00	25.00	25.00
1	J8126499	BEARING-DRIVE PINION			30.25	30.25	30.25
1	4864845AB	SPACER			5.50	5.50	5.50
1	J8126500	BEARING-DIFFERENTIAL			44.75	44.75	44.75
1	82300234	*SEALER			5.50	5.50	5.50
2	4874468	*LUBRICANT			3.95	3.95	7.90

FC: 68 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

 D. CUSTOMER PROVIDED WITH A COURTESY LOANER VEHICLE OF DULLES MOTOR CARS.
 RENT CUSTOMER PROVIDED WITH A COURTESY LOANER

ON BEHALF OF SERVING 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 SERVING 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/terms. 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/terms.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
ISIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

57553

37257

DULLES

MOTOR CARS, INC.

"Challenging the Ordinary!"

107 Catocin Circle S.E. • Leesburg, VA 20175
(703) 777-7077 • Metro 478-1055

INVOICE

PAGE 3

SERVICE ADVISOR: 586 DOUG STEPHENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREEN	1997	JEEP GRAND CHEROKEE	1J4GZ58YXVC733765		69976/69989	T857B	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
C1JAN2000			17:00 06JUL00		75.00		07JUL2000
R.O. OPENED		READY	OPTIONS:				
07:43 06JUL00		09:58 07JUL00					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

VEHICLE OF DULLES MOTOR CARS

541 STULL, RCN LIC#: 9875

CA

0.00 0.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

23.97

YOU CAN NOW SCHEDULE YOUR NEXT SERVICE
APPOINTMENT ON THE INTERNET ! VISIT
OUR WEB SITE AT WWW.DULLESAUTO.COM
OUR WEB SITE PROVIDES YOU THE ABILITY
TO SCHEDULE SERVICE OR CHECK AND SEE
IF THERE IS A RECALL OUTSTANDING ON
YOUR VEHICLE.

7/13/00

USA

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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	59.80
PARTS AMOUNT	37.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	23.97
TOTAL CHARGES	321.02
LESS INSURANCE	0.00
SALES TAX	7.26
PLEASE PAY THIS AMOUNT	328.28

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

57553

31181

DULLES**MOTOR CARS, INC.****"Challenging the Ordinary!"**

INVOICE

DUPLICATE 1
PAGE 1107 Catoclin Circle S.E. • Leesburg, VA 20175
(703) 777-7077 • Metro 478-1065

SERVICE ADVISOR: 586 DOUG STEPHENS

SERVICE ADVISOR							586 LOUG STEPHENS	
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		TAG	
GREEN	1997	JEEP GRAND CHEROKEE	1J4GZ58YXVC733765		61672/61572		CB926	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	
01JAN2000			17:00 01MAR00		75.00		01MAR2000	
R.O. OPENED		READY	OPTIONS:					

07:27 01MAR00 17:01 01MAR00

LINE OPCODE TECH TYPE HOURS

A NOISE COMING FROM REAR OF VEHICLE - CHRYSLER PAYS FOR PARTS CUSTOMER

PAYS LABOR APPX 290.00

CAUSE: F

03300109 AXLE ASSEMBLY, REAR-Replace (B)

541 STULL, RON LIC#: 9875

WAJ

R4885322AB AXLE PKG

FC: 65 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

STT CUSTOMER PORTION OF REPAIR, LABOR

541 STULL, RON LIC#: 9875

CA

Jeep Pays for
PARTS only for
Rear Differential
replacement

(N/C)
(N/C)

266.60 266.60

B AXLE BOOTS TORN

STT R/R BOTH FRONT AXLE BOOTS

541 STULL, RON LIC#: 9875

CA

2 4796233 BOOT-HALF SHAFT

70.50 70.50 141.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

35.00

YOU CAN NOW SCHEDULE YOUR NEXT SERVICE

APPOINTMENT ON THE INTERNET! VISIT

OUR WEB SITE AT WWW.DULLESAUTO.COM

OUR WEB SITE PROVIDES YOU THE ABILITY

TO SCHEDULE SERVICE OR CHECK AND SEE

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DESCRIPTION	TOTALS
LABOR AMOUNT	472.49
PARTS AMOUNT	141.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	35.00
TOTAL CHARGES	648.49
LESS INSURANCE	0.00
SALES TAX	7.93
PLEASE PAY THIS AMOUNT	656.42

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY