

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

151

Date Received

11-SEP-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

870125

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
	JEEP	GRAND CHEROK	1999	

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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	<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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000	Part Name(s) SUSPENSION:INDEPENDENT FRONT	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

WHEN STOPPING FROM ABOUT 50MPH VEHICLE VIBRATES EXCESSIVELY, ALSO CAUSING THE STEERING TO VIBRATE EXCESSIVELY. DLR HAS NOT SEEN VEHICLE. *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.

SEE ATTACHED PAPER'S *←* Thanks *LR*

Form Approved OMB No. 2127-0038

<p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 151</p> <p>Date Received OCT 26 AM 11:11 11-SEP-2000 DEFECTS INVESTIGATION</p> <p>Od_or 23 od_rt up_ltr 100</p> <p>Reference No. 870125</p> <p>Work Number</p> <p>Home N</p>	
<p>OWNER INFORMATION (Type or Print)</p> <p>[Redacted] 636790</p>		<p>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.</p> <p>Signature of Owner: [Redacted] <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Date: 10/11/2000</p>	
<p>VEHICLE INFORMATION</p>			
<p>Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)</p> <p>JJ46W5854XC505422</p>	<p>Vehicle Mak</p> <p>JEEP</p>	<p>Vehicle Model</p> <p>GRAND CHEROK</p>	<p>Vehicle Year</p> <p>1999</p>
<p>Current Odometer Reading</p> <p>19,919.</p>		<p>Purchase Date</p> <p>9-21-98</p>	<p>Dealer's Name</p> <p>D.C. Marshall</p>
<p><input type="checkbox"/> New <input checked="" type="checkbox"/> Used</p>	<p>City</p> <p>Sullivan</p>	<p>State</p> <p>IN.</p>	<p>Zip Code</p> <p>47882</p>
<p>Engine Siz (CID/CC/L)</p> <p>No Cylinders</p>	<p><input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio</p>	<p>Transmission Type</p> <p><input type="checkbox"/> Manua <input checked="" type="checkbox"/> Automatic</p>	<p>Antilock Brakes</p> <p><input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>Restraint System</p> <p><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag</p>	<p>Motorbelt <input type="checkbox"/> 2-Point Belt</p>	<p>Cruise Control</p> <p><input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Drive Train</p> <p><input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel</p>
<p>Vehicle Type</p> <p><input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other</p>	<p>Sport Util Truck <input checked="" type="checkbox"/> Motorcycle</p>	<p>Body Style</p> <p><input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input checked="" type="checkbox"/> Truck</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Component</p> <p>02100000</p>	<p>Part Name(s)</p> <p>SUSPENSION:INDEPENDENT FRONT</p>	<p>Location</p> <p><input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear</p>	<p>Failed Part(s)</p> <p><input type="checkbox"/> Original <input type="checkbox"/> Replacemen</p>
<p>No of Failures</p>	<p>Date(s) of Failure(s)</p> <p>Mileage at Failure(s)</p> <p>Vehicle Speed at Failure(s)</p>	<p>Failed Part(s)</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>NHTSA Previously</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)</p>			
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Fatalitie</p>
<p>Estimated Property Damag</p>		<p>Reported to Polic</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	
<p>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</p>			
<p>WHEN STOPPING FROM ABOUT 50MPH VEHICLE VIBRATES EXCESSIVELY, ALSO CAUSING THE STEERING TO VIBRATE EXCESSIVELY. DLR HAS NOT SEEN VEHICLE. *AK KEYLESS ENTRY NOT WORKING. & OTHER ITEMS. DEALER HAS SEEN JEEP. LEFT JEEP TO BE DETAILED. I WROTE DOWN ODOMETER READING - showed it to my HUSBAND & M. SMITH, WHEN WE PICKED UP JEEP THERE WERE 8 UNEXPLAINED MILES ON ONLY NEW JEEP IN TOWN. ASKED WHAT'S UP! DEALER SAID DON'T COMEBACK.</p>			

SEE attached plowk
 1-800-992-1997
 Chrysler Mot. Cust.

CONTINUE ON BACK IF NECESSARY

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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.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

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

U.S. G.P.O. 1982 - 625-807 / 8028

Have taken to Burger in Terre Haute, they said
dealer should take care of faults of vehicle
But they could not fix it. Joe Vink
of Sullivan, Mr. P.C. Marshall who told
us not to come back did nothing to
satisfy his customer. We were told by
him we would take up for his employees
All we wanted was an explanation as to
why there were miles on vehicle (Jep) why
we asked if Jeep would not be taken off of
lot. They said at the time (Dentler) from
here to over there only ~~step~~ the further
we are not satisfied with Chrysler/Drumler.

Field to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON THE FAILURE(S) (IF APPLICABLE)

THE IDENTIFICATION NO.									
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)

copy

Automotive Recalls and Technical Service Bulletins for 1999 Jeep Truck Grand Cherokee 4WD 6-242 4.0L VIN S SFI.

WE WERE NEVER NOTIFIED OF THEM'S. LB

Provided by ALLDATA

Looking for online information to learn more about your car?

What ARE WE DEALING WITH HERE! NO ANSWER'S FROM ANY BODY BUT THIS BULLETIN FOR 1999 JEEP TRUCK GRAND CHEROKEE 4WD 6-242 4.0L VIN S SFI SAYS IT ALL.

Safety Recalls

TSB Number	Issue Date	TSB Title
1. 809	DEC 98	Safety Recall #809 - Rear Outboard Seat Belts
2. 866	FEB 00	Recall 866 Shoulder Belt Height Adjuster Bolt

Emissions Recalls

TSB Number	Issue Date	TSB Title
1. 839	SEP 99	CA Emissions Recall No. 839-Reprogram PCM
2. 840	SEP 99	CA Emissions Recall No. 840-O2 Sensor Wiring Heat
3. 807	APR 99	Emissions Recall No. 807 - VECI Replacement

Service Bulletins

TSB Number	Issue Date	TSB Title
1. 02-11-99A	DEC 99	Improved Track Bar And Upper Control Arm Reduce NV
2. 24-06-99A	DEC 99	Condensation Forming On Exterior Of Heater-A/C Hou
3. 02-06-99A	DEC 99	Front Wheel Bearing Grease Evident On Bearing Seal
4. 03-08-99	NOV 99	New WJ 186EB1 Front Axle Pinion Gear Flanged Nut/S
5. 18-25-99	NOV 99	Erroneous Engine Miss-Performing Diagnostics w/ DR
6. 08-37-99	NOV 99	Airbag On/Off Switches
7. 24-25-99	NOV 99	Cold Air Leaking Into Passenger Compartment Foot W
8. 24-24-99	NOV 99	Heater A/C System Goes To Defrost Mode When Accele
9. 03-07-99	OCT 99	Intermittent Bump Felt After...A Full Stop
10. 05-02-99A	OCT 99	Brake Roughness/Pedal Pulsation When Brakes Are Ap
11. 14-05-99	OCT 99	Fuel System Pressure Diagnostic Procedures
12. 23-38-99	OCT 99	Roof Joint Molding Distortion
13. 08-12-99A	SEP 99	(EVIC) Temperature Sensor Display
14. 03-05-99	SEP 99	Axle Diagnosis
15. 23-35-99	SEP 99	Child Seat Tether Anchors
16. 24-16-99	AUG 99	Automatic Zone Control (AZC) Module Re-Calibration
17. 02-12-99	AUG 99	Front End Alignment-Adjustable/Offset Ball Joints
18. 21-01-99A	AUG 99	NV 247 Transfer Case - Low Speed Grinding
19. 21-01-99	AUG 99	NV 247 Transfer Case - Low Speed Grinding Noise.
20. 02-10-99	JUL 99	Tie Rod And Drag Link Sleeve Clamp Bolt Torque Rev
21. 08-23-99	JUL 99	INSTALLATION OF RADIO TRANSMITTING EQUIPMENT
22. 18-12-99	JUN 99	DRE III Leak Detection Pump Monitor Test
23. 18-13-99	JUN 99	Engine No-Start
24. 05-05-99	JUN 99	Match Mounting of Brake Rotors
25. 08-20-99	JUN 99	Revised Sun Roof Express Open Position

6.	08-16-99A	JUN 99	Inoperative Or Intermittent RKE Transmitter
27.	08-18-99	JUN 99	Radio Clock Defeat
28.	21-09-99	JUN 99	NV 247 Transfer Case Shudder.
29.	03-03-99	MAY 99	Noisy Front Propeller Shaft Rear Constant Velocity
30.	18-09-99	MAY 99	Common Diagnostic Trouble Codes Caused By An Open
31.	23-14-99	MAY 99	Door Weather Seal Retention
32.	23-15-99	MAY 99	Front Power Window Tips Forward When Raised
33.	08-14-99	MAY 99	VEHICLE START AND STALL OR VEHICLE NO START
34.	24-08-99	MAY 99	Heater Blower Whistle
35.	08-07-99	MAY 99	Power Distribution Center (PDC) Service
36.	23-17-99	MAY 99	Roof Rack Cross Bar Shipping Location
37.	21-08-99	APR 99	Buzz Whining Or Moaning Noise From A Cold Trans In
38.	18-07-99	APR 99	False MIL Illumination W/ DTC 98A (P1763) GPS Volt
39.	24-07-99	APR 99	Reduced Airflow From Center Outlets
40.	05-01-99	FEB 99	Brake Squeal
41.	02-01-99	FEB 99	Suspension Squeak/Squawk-Stabilizer Bushing
42.	08-04-99	FEB 99	Universal Garage Door Opener Range
43.	14-01-99	FEB 99	Slow Fuel Fill
44.	21-02-99	FEB 99	Shift Quality Improvements
45.	24-02-99	JAN 99	A/C Compressor Service
46.	24-01-99	JAN 99	A/C Refrigerant Charge
47.	08-17-98C	DEC 98	Air bag On-Off Switches
48.	18-37-98	DEC 98	Addition of A Clear Flood Feature
49.	18-44-98	DEC 98	Cold Engine Start or Partial Cool Down Re-start Sa
50.	18-46-98	DEC 98	Engine Idle Undershoot/Driveway Die Out When Shift
51.	18-43-98	DEC 98	Engine Sag When A/C Compressor Cycles
52.	18-45-98	DEC 98	Engine Vibration At Idle/Drone Noise
53.	18-35-98	DEC 98	False MIL With DTC 912 - EVAP Purge Solenoid Circu
54.	18-40-98	DEC 98	High Idle RPM On Decel w/Engine Temp Greater Than
55.	18-41-98	DEC 98	Idle RPM Undershoot/Overshoot While In Low Range 4
56.	23-61-98	DEC 98	Liftgate Flipper Glass Water Leak
57.	18-36-98	DEC 98	Start and Stall, Idle Undershoot - Lost IAC Steps
58.	14-07-98	DEC 98	Fuel Filler Cap Is Difficult To Remove
59.	08-44-98	DEC 98	Memory Power Seat Travel Range
60.	23-60-98	DEC 98	Sunroof Sunshade Fabric Delamination
61.	21-11-98	DEC 98	Transmission Simulator Diagnostic Tool
62.	21-14-98	DEC 98	Quick Learn Clutch Volume Procedures On 45RE Tran
63.	21-16-98	DEC 98	Revised Front Band Adjustment For 42RE Transmissio
64.	08-47-98	OCT 98	Erratic Operation Of PDL, RKE, or Power Windows
65.	25-02-98	OCT 98	I/M Testing - OBDII CARB Readiness Monitor Informa
66.	23-45-98	OCT 98	In-Transit Protective Film
67.	18-32-98	SEP 98	Flash Programming Failure Recovery
68.	08-36-98	JUL 98	Use of Two Digit Calendar Year Codes In Auto Compu
69.	23-17-00	MAY 00	Cargo Cover Shade Bracket Breaks
70.	05-01-00A	APR 00	Brake roughness or pedal pulsation with brakes app
71.	08-11-00	MAR 00	Recordable Compact Discs Used in Automotive CD Pla
72.	08-08-00	MAR 00	Inoperative or Intermittent Keyless Entry Transmit
73.	21-03-00	MAR 00	TRANSFER CASE OIL SEEPAGE FROM SECTOR SHAFT OIL SE
74.	03-03-00	MAR 00	WHINE SOUND FROM REAR AT SPEEDS GREATER THAN 40 MP
75.	08-03-00	FEB 00	Erratic Operation - Power Door Locks/Windows/Mirro
76.	24-01-00	FEB 00	Improved Driver Side Floor Duct
77.	21-01-00	FEB 00	Intermittent Harsh Engagement On Certain RE Model