

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 252

Date Received

10-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

872669

 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) 1J4FX58S7VC639551	Vehicle Make JEEP	Vehicle Model GRAND CHEROKEE	Vehicle Year 1997	Current Odometer Reading
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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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06011080	Part Name(s) FUEL:LPG GAUGE:FLOAT:SENDER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 09-OCT-2000 Mileage at Failure(s) 46435 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)

SHE SAID THAT THE FUELSENDING UNIT IS NOT SENDING ACCURATE MILAGE OF FUEL THAT IS ON YOUR FUEL GAUGE. THE DEALERSHIP IS AWARE OF THE PROBLEM.

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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Reference No.

872669

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
1J4FX58S7VC639551		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	Antilock Brakes	Restraint System		Cruise Control	Drive Train
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag		☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type		Body Style			
☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06114000	Part Name(s) FUEL:FUEL TANK ASSEMBLY:GAUGE:FUEL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 09-OCT-2000 Mileage at Failure(s) 46435 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)

FUEL GAUGE IS NOT GIVING AN ACCURATE AMOUNT OF FUEL IN THE TANK. DEALERSHIP IS AWARE OF THE PROBLEM.*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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 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) 		DEFECT INVESTIGATION OFFICE DATE RECEIVED 09 OCT 20 10 OCT 2008 REFERENCE NO. 872669 WORK NUMBER None HOME NUMBER 	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of your signature, please print name and address to the vehicle manufacturer. Signature of Owner		YES ☒ NO ☐ Date <u>10/17/00</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 1J4FX58S7VC639551		Vehicle Make JEEP	
Vehicle Model GRAND CHEROK		Vehicle Year 1997	
Current Odometer Reading 43,879			
Purchase Date June 19, 1999		Dealers Name <u>South Bay Jeep</u>	
☐ New ☒ Used		City <u>Torrance</u> State <u>CA</u> Zip Code <u>90503</u>	
Engine Size (CID/CC/L) No Cylinders <u>6</u>		☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☒ No	
Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag		Cruise Control ☒ Yes ☒ No	
Drive Train ☐ Front ☒ Rear ☐ 4-Wheel		Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	
☒ Sport Utl ☐ Truck ☐ Motorcycle		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other SUV	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 08114000		Part Name(s) FUEL:FUEL TANK ASSEMBLY:GAUGE:FUEL	
Location ☐ Left ☐ Right ☐ Front ☐ Rear		Failed Part(s) ☒ Original <u>both</u> ☐ Replacement	
No of Failures <u>2</u>		Date(s) of Failure(s) <u>09-OCT-2000 and Oct. 11</u> Mileage at Failure(s) <u>45435</u> Vehicle Speed at Failure(s) <u>all</u>	
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 <u>none, thank fully</u>		Number of Fatalities <u>none, thank fully</u>	
Estimated Property Damage <u>none, thank fully</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
FUEL GAUGE IS NOT GIVING AN ACCURATE AMOUNT OF FUEL IN THE TANK. DEALERSHIP IS AWARE OF THE PROBLEM.*AK <u>The fuel sender malfunctions so you have no idea if you have run out of gas or not. My previous jeep (same year) was part of recall 755. This current vehicle was made at the same assembly plant (Jefferson North) Jan. 7, 1997 but was not a part of the recall. However the same part failed. Perhaps the recall was not broad enough. This car's part failed, was replaced or repaired, and failed again the next day. Both jeeps.</u>			
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 O 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)

were '97 Grand Cherokees ~~are~~ in line 6 cylinder vehicles with 19 gallon fuel tanks. Both were assembled in the Jefferson North Plant and were built one on 1/7/97 and ^{the} 4/8/97.

Why was the car built 1/7/97 (the ID# in this complaint) not a part of the

Recall 755 dated June 10, 1998 ?

Clearly the same problem exists and is a great potential hazard. Please respond

to [REDACTED]

Thank you,
[REDACTED]

★ U.S. G.P.O.: 1992 - 825-887 / 800-88

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

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