

 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 858	
OWNER INFORMATION (Type or Print) 662783		Date Received 21-DEC-2000	Od_or rt_dt od_rt up_ltr Reference No. 876885
		Work Number 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 ____/____/____			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1J4GZ78Y0PC201675	Vehicle Make JEOP	Vehicle Model GRAND CHEROKE	Vehicle Year 1996
Current Odometer Reading			
Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/C/L) _____ No. Cylinders _____ ☐ Turbo Diesel ☐ Gas ☐ Fuel Injection
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 ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☒ Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 01100000 09002000	Part Name(s) STEERING:WHEEL AND COLUMN LIGHTING:GENERAL OR UNKNOWN COMPONENT:HEAD LIGHTS		Location ☐ Left ☐ Right ☐ Front ☐ Rear
Failed Part(s) ☐ Original ☐ Replacement		No of Failures Date(s) of Failure(s) <u>18-DEC-2000</u> Mileage at Failure(s) <u>73</u> Vehicle Speed at Failure(s) _____	
Failed Part(s) ☐ Yes ☐ No		NHTSA Previously ☐ 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 Fatal tie
Estimated Property Damag		Reported to Polic ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING WITH HEADLIGHTS ON, IF CONSUMER MOVES OR TILTS STEERING WHEEL, HEADLIGHTS GO OUT. *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

1-888-327-4238

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 858

Date Received

01 JAN 21
21-DEC-2000

Oil or
rt dt
Add n 26
up Nr

Reference No.
876885

Work Number

Home Number

OWNER INFORMATION (Type or Print)

662783

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of your name and address to the vehicle manufacturer.

YES PLEASE NO

Signature of Owner

Date 1/15/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GZ78Y0PC201675		JEEP	GRAND CHEROK	1996	75,000
Purchase Date 11-95	Dealer's Name KARI - JEEP, TOYOTA		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☒ Gas No Cylinders 8	☐ Fuel Injection
☒ New ☐ Used	City SUPERIOR State WI Zip Code	Transmission Type		Antilock Brakes	Restraint System
☐ Manual ☒ Automatic	☒ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag		☐ Yes ☒ No	Cruise Control ☐ Yes ☒ No
Drive Train		Vehicle Type		Body Style	
☐ Front ☐ Rear ☒ 4-Wheel		☐ Car ☐ Van ☐ Minivan ☐ Other		☒ Sport Ult ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick-Up Truck ☒ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01100000 04002000	Part Name(s) STEERING:WHEEL AND COLUMN LIGHTING:GENERAL OR UNKNOWN COMPONENT:HEAD LIGHTS	Location ☒ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 19-DEC-2000 Mileage at Failure(s) 73 Vehicle Speed at Failure(s) VEHICLE STOPPED OR MOVING	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 WITH HEADLIGHTS ON, IF CONSUMER MOVES OR TILTS STEERING WHEEL, HEADLIGHTS GO OUT. *AK

I feel there is a very serious safety concern, and will continue to show up in other Jeep Grand Cherokees that have the tilt steering wheel option. Continued use of this tilt steering wheel causes more strain on the wear barner in the steering column.

(OVER)

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)

I had this repaired today at a authorized Jeep dealer, and I was concerned about headlight failure at night or a fire from a short in the steering column.

I was informed by the mechanic that assessed the problem, that there was not enough slack in the wires to tilt the steering wheel the full range of tilt. When the wheel was tilted to the maximum the multifunction switch connector was coming unplugged.

I was told to give more slack in the wires a complete new wire harness would have to be purchased at a cost of about \$500.00 plus labor to install. I chose to have a temporary repair for a lot less money, that may or may not last.

It is clear to me that this is a Defective Design or an assembly fault that could cause serious accidents, fires or even loss of life.

★ U.S.G.P.O. 1992-425-987/4006

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

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

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Penalty for Private Use \$300



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