



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

**Auto Safety Hotline**

## Vehicle Owner's Questionnaire

**NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>**

**FOR AGENCY USE ONLY 231**

Date Received

25-JUN-2001

Ord. or  
rt. dt  
pd. rt  
rp. ltr

Reference No.

891084

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>(Location at bottom of and/or above driver's side)</small>	Vehicle Make <b>JEEP</b>	Vehicle Model <b>CHEROKEE</b>	Vehicle Year <b>1996</b>	Current Odometer Reading		
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio			
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

### FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13410000	Part Name(s) STRUCTURE:DOOR ASSEMBLY:FRAME AND PANEL	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure	Date(s) of Failure(s) _____ Mileage at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

**WHILE CLOSING DOOR NOTICED THAT DOOR WAS UNATTACHED FROM FRAME OR BODY OF VEHICLE, CAUSING DOOR TO HANG OFF, UNABLE TO CLOSE. PLEASE PROVIDE FURTHER INFORMATION. \*AK**

CONTINUE ON 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.



### Vehicle Owner's Questionnaire (VOQ)

U.S. Department of Transportation  
 National Highway Traffic Safety Administration  
 1-888-DASH-2-DOT  
 1-888-327-4236  
 www.nhtsa.dot.gov/hotline

#### OWNER INFORMATION (Type or Print)

698680

Work Number

Home Number

Reference No. 891084

DEFECTS INVESTIGATION OFFICE

25-JUN-2001

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Date Received

FOR AGENCY USE ONLY 231

Signature of Owner

In the absence of an authorization, NHTSA will NOT provide your name and address to the vehicle manufacturer.

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES  NO

#### VEHICLE INFORMATION

Vehicle Ident No. (VIN) (located at bottom of windshield on driver's side)

Vehicle Make JEEP

Vehicle Model CHEROKEE

Vehicle Year 1996

Current Odometer Reading 85,000

Purchase Date

Nov 1999

Dealer's Name Hutchins Chevrolet

City Newport News state VA Zip Code

Engine Size 4.0

Engine Type (CID/CC) Diesel

Turbo Fuel Injection

Transmission Type Automatic

Antilock Brakes Yes

Restraint System 3-Point Belt

Motorist 2-Point Belt

Passenger Side Airbag

Manual

Automatic

Part Name(s)

Component 13410000

Location

Failed Part(s)

Original Replacement

Failed Part(s)

Available?

Failed Part(s)

NHTSA Previously Contacted?

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

#### FAILED COMPONENT(S)/PART(S) INFORMATION

STRUCTURE-DOOR ASSEMBLY-FRAME AND PANEL

Location

Failed Part(s)

Original Replacement

Failed Part(s)

Available?

Failed Part(s)

NHTSA Previously Contacted?

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Available?

Failed Part(s)

NHTSA Previously Contacted?

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Available?

Failed Part(s)

NHTSA Previously Contacted?

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

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

WHILE CLOSING DOOR NOTICED THAT DOOR WAS UNATTACHED FROM FRAME OR BODY OF VEHICLE, CAUSING DOOR TO HANG OFF, UNABLE TO CLOSE. PLEASE PROVIDE FURTHER INFORMATION. \*AK

This became loose w/out notice. Shortly after (approx 1 week) frame became completely unattached from the ground. Door was hanging on by only bottom hinge therefore it would barely close. Had to be removed.

CONTINUE ON BACK IF NEEDED

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# Vehicle Owner's Questionnaire (VOQ)

DOT Auto Safety Hotline

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

NATIONWIDE 1-888-DASH-2-DOT  
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Work Number

Home Number

Reference No. 691084

691084

Date Received

25-JUN-2001  
OFFICE INVESTIGATION

Reference No.

691084

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Signature of Owner

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES  NO

Date

## VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)

1J4F52658TL009847

Vehicle Make

JEEP

Vehicle Model

CHEROKEE

Vehicle Year

1996

Current Odometer Reading

58500

Purchase Date

Nov 1999

New  Used

Dealer's Name Hutchins Chevrolet

City Newport News State VA ZIP Code

Engine Size (CID/CYL) 4.0

No Cylinders 4

Turbo  Diesel  Gas  Fuel Injection

Transmission Type

Automatic  Manual

Antilock Brakes

Yes  No

Restraint System

3-Point Belt  Driver's Side Airbag  Passenger's Side Airbag

Cruise Control

Yes  No

Drive Train

Front  Rear  4-Wheel

Vehicle Type

Car  Van  Truck  Sport Utility  Station Wagon  Pick Up Truck  Other

Body Style

2-Door  4-Door

Component 13410000

Part Name(s) STRUCTURE: DOOR ASSEMBLY; FRAME AND PANEL

Failed Part(s) Location Left  Right  Front  Rear  Original  Replacement

No of Failures 1

Date(s) of Failure(s) 6/24/01

Mileage at Failure(s) 53,000 (approx)

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 0

Number of Fatalities 0

Estimated Property Damage \$50,000

Reported to Police Yes  No

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

WHILE CLOSING DOOR NOTICED THAT DOOR WAS UNATTACHED FROM FRAME OR BODY OF VEHICLE, CAUSING DOOR TO HANG OFF, UNABLE TO CLOSE. PLEASE PROVIDE FURTHER INFORMATION. \*AK

This became loose at out notice. Month after (approx 1 week) parts became completely unattached from the ground. Door was hanging on by only bottom hinge therefore it would barely close. Had to pry it open.

CONTINUE ON BACK IF NEEDED

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