



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 758

Date Received

09-AUG-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

893944

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) (Location at bottom of windshield and driver's side door)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4GZ78Y4TC296032		JEEP	GRAND CHEROKE	1996	
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	Vehicle Type
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08136000	Part Name(s) FUEL:FUEL PUMP	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 31-MAY-2001 53000 Mileage 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 Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE WOULD NOT START. TOWED TO DEALER, REPLACED FAILED FUEL PUMP. ON 15 JUNE, 2001 VEHICLE AGAIN DID NOT START. DEALER REPLACED FAILED FUEL PUMP. SECOND FUEL PUMP LASTED 25 MILES BEFORE IT TOO FAILED. DEALER STATED IT WAS A KNOWN PROBLEM WITH CHRYSLER.*AK

COPIES OF REPORTS - SEE PAGE 2

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 Owners' Questionnaire (VOQ)

DOT Auto Safety Hotline

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

OWNER INFORMATION (Type or Print)

706734

Reference No. 893944

09-AUG-2001
09-28-01
09-28-01

FOR AGENCY USE ONLY 758

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

Signature of Owner

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) 1J4GZ78Y4TC286032

Vehicle Make JEEP

Vehicle Model GRAND CHEROK

Vehicle Year 1996

Current Odometer Reading

Purchase Date

Dealers Name Bob Clary

City Longview

State WA

Zip Code 98632

Engine Size (CID/CCL)

No Cylinders 4

Fuel Injection
Turbo
Diesel
Gas

Transmission Type Automatic

Manual ☐ Automatic ☒

3-Point Belt ☒
2-Point Belt ☐
Motorist ☐
Driver's Airbag ☒
Passenger's Airbag ☒

Cruise Control

Drive Tire

Front ☐
Rear ☐
All-Weather ☒

Vehicle Type

Body Style

Car ☐
Van ☐
Minivan ☐
Other ☐
Truck ☐
Motorcycle ☐
2-Door ☐
4-Door ☐
Pick Up ☐
Truck ☐

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08136000

Part Name(s) FUEL:FUEL PUMPS

Location

Left ☐
Right ☐
Front ☐
Rear ☐

Failed Part(s)
Original ☒
Replacement ☐

No of Failures 3

Date(s) of Failure(s) 31-MAY-2001

Mileage at Failure(s) 53950

Vehicle Speed at Failure(s) 53950

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

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

VEHICLE WOULD NOT START, TOWED TO DEALER, REPLACED FAILED FUEL PUMP. ON 15 JUNE, 2001 VEHICLE AGAIN DID NOT START. DEALER REPLACED FAILED FUEL PUMP. SECOND FUEL PUMP LASTED 25 MILES BEFORE IT TOO FAILED. DEALER STATED: WAS A KNOWN PROBLEM WITH CHRYSLER. AK

On 6/20/01 I diagnosed the problem with a Chrysler scanner app. (see attachments) and he said that Chrysler was not aware of a problem with the fuel pump. The dealer diagnosed

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CONTINUE ON BACK IF NEEDED

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)

The three of us discussed the issue on a conference call and the Chapman rep. basically said that the issue was between the dealer and myself. I have not heard back from either the service rep. or the dealer.

U.S. Department
of Transportation
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Administration

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

Official Business
Penalty for Private Use \$300



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

THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)

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