



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 284

Date Received

07-SEP-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

895948

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) (Locate at bottom of windshield or driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4G278Y3VC626620		JEEP	GRAND CHEROKE	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	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ 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 01310000	Part Name(s) STEERING POWER ASSIST PUMP	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 31-AUG-2001 54 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)

BRACKET THAT HOLDS STEERING PUMP BROKE, CAUSING LOSS OF STEERING. DEALER HAS REPAIRED VEHICLE.*AK

COPIES OF REPORTS ARE KEPT

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

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 284

Date Received

01 OCT
07-SEP-2001

DEFECTS

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OWNER INFORMATION (Type or Print)

713491

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

YES

NO

In the absence of an authorized signature, please print your name and address to the vehicle manufacturer.

Signature of Owner

Date 9/24/2001

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) 1J4G278Y3VC626620
 Vehicle Make JEEP
 Vehicle Model GRAND CHEROK
 Vehicle Year 1997
 Current Odometer Reading 54,800

Purchase Date
 Dealer's Name JEEP DEALER
 Engine Size (CID/CCIL)
 No Cylinders 4
 Turbo Diesel Gas Fuel Injectio

Transmission Type
 Antilock Brakes
 Restraint System
 Cruise Control
 Drive Train
 Vehicle Type
 Body Style

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01310000
 Part Name(s) STEERING POWER ASSIST PUMP
 Location
 Failed Part(s)
 No of Failures
 Date(s) of Failure(s) 31-AUG-2001
 Mileage at Failure(s) 54,800
 Vehicle Speed at Failure(s) 30 mph

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

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

BRACKET THAT HOLDS STEERING PUMP BROKE, CAUSING LOSS OF STEERING. DEALER HAS REPAIRED VEHICLE.*AK

Almost ran into a head-on collision as I was turning left at intersection and lost steering. When I was able to react, I applied brakes and pulled hard on steering wheel. If this would have happened at 60 mph in busy expressway, I would not be writing this report.

CONTINUE ON BACK IF NEEDED

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

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
 FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

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

NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES



U.S. G.P.O. 1962 - 622-907 (10-7)

I called Gen/Chrysler in Detroit to report this. They took note and
 promised to have management call me. Today, I have not
 been contacted. They refused to give me phone
 number of their office in Orlando, FL. The dealer
 that did repairs did not agree to take this to Chrysler. They
 said that I had to do that myself. They gave me
 the 800 number to call Detroit. This is a safety
 issue.
 Cost of repairs was \$486.35 plus towing plus car
 rental cost.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail																																							
INFORMATION ON THE FOLLOWING (IF APPLICABLE)																																							
TIRE IDENTIFICATION NO.																																							
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10	9	8	7	6	5	4	3	2	1																														
MANUFACTURER/TIRE NAME																																							
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* 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 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)(5)**

(Page 1 through Page 3)

