



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 1038

Date Received

29-OCT-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

898358

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)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1J4FY19S9XP477227		JEEP	WRANGLER	1999	
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 Util ☐ Truck ☐ Motorcycle
				Body Style	
				☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08320100	Part Name(s) ELECTRICAL SYSTEM:INSTRUMENT PANEL:CLUSTER MODULE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 15-AUG-1999	Failed Part(s)	NHTSA Previously
	Mileage at Failure(s) 43	☐ Yes ☐ No	☐ Yes ☐ No
	Vehicle Speed at Failure(s)		

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
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

ALL POWER WAS LOST TO INSTRUMENT PANEL ON INTERMITTENT BASIS. DEALER HAS BEEN CONTACTED. PLEASE PROVIDE FURTHER DETAILS. CONSUMER STATED THAT A TSB HAS BEEN ISSUED FOR THIS PROBLEM.*AK

COPIES OF REPORTS - FREE -

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
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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 1038

Date Received

12 JAN 25 AM 8:
29-OCT-2001
DEFECTS

Ord or
r_d
od_r
up_ltr

Reference No.

B98358

Work Number

Home Number

OWNER INFORMATION (Type or Print)

723563

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 11/16/01

VEHICLE INFORMATION

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

1J4FY19S9XP477227

Vehicle Make

JEEP

Vehicle Model

WRANGLER

Vehicle Year

1999

Current Odometer Reading

45000

Purchase Date

SEPT 2001

Dealer's Name

Private Owner

Engine Size
(CID/CC/L)

4.0

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

☐ New ☒ Used

City WAYNE

State NJ

Zip Code

No Cylinders

6

Transmission Type

☒ Manual☐ Automatic

Antilock Brakes

☐ Yes☒ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☐ Yes☒ No

Drive Train

☐ Front☐ Rear☒ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☒ Sport/Utility☐ Truck☐ Motorcycle

Body Style

☒ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component:
08320100

Part Name(s)

ELECTRICAL SYSTEM: INSTRUMENT PANEL: CLUSTER MODULE

Location

☒ Left
☐ Front
☐ Right
☐ Rear

Failed Part(s)

☒ Original
☐ Replacement

No of Failures

1 - Ignition Switch
5-6 in Two
Months

Date(s) of Failure(s)

15-AUG-1999

Mileage at Failure(s)

43

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 Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

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

ALL POWER WAS LOST TO INSTRUMENT PANEL ON INTERMITTENT BASIS. DEALER HAS BEEN CONTACTED. PLEASE PROVIDE FURTHER DETAILS. CONSUMER STATED THAT A TSB HAS BEEN ISSUED FOR THIS PROBLEM. *AK DAMIAN CHRYSLER CUSTOMER SERVICE HAS BEEN CONTACTED SEVERAL TIMES REGARDING THIS PROBLEM & THERE IS A RECORD ON FILE. LOCAL DEALER LORIAN JEEP CHRYSLER ARRANGED FOR REGIONAL REP TO COMMENT ON MY PROBLEM FOR POSSIBLE GOOD WILL REPAIR & IT WAS DENIED. VEHICLE HAD 43000 MI. AT THE TIME I CONTACTED CUSTOMER SERVICE. I HAVE DISCUSSED THIS ISSUE WITH OTHER JEEP OWNERS OF 1998 & 1999 VEHICLES & THEY ALL EXPERIENCED THIS PROBLEM. WITH TRAVELING ON THE HIGHWAY THIS IS A SERIOUS PROBLEM. ATTACHED DOCUMENTS DESCRIBE EXACTLY WHAT MY PROBLEM IS.

COPY W/UE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-57): 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.

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)

THIS IS NOT A WARE & TARE ISSUE. IT IS A FAULTY ELECTRICAL PROBLEM. THE MANUFACTURER HAS BEEN AWARE OF FOR A LONG TIME. JEEP MECHANICS I SPOKE TO SAY THAT THE FIX IS TO SHIM OUT THE CLUSTER ASR THE INSTRUMENT CLUSTER PUSHES INTO SO THERE IS BETTER CONTACT. DIELECTRIC GREASE IS ALSO USED. ALSO A GROUND WIRE IS INSPECTED & SECURED BETTER TO IMPROVE THE GROUND. I SPOKE TO A JEEP SALES REP WHO HAD THE SAME PROBLEM. IT TOOK ABOUT 3 ATTEMPTS TO CORRECT THE PROBLEM! THE MECHANICS ADVISED THE HARVESS FIX DOES NOT WORK. THE SHIM METHOD IS WORKING. AFTER REGIONAL REP REFUSED GOOD WILL REPAIR THE DEALER ADVISED THE COST OF REPAIR WOULD BE ABOUT \$100. NEWS!!! I WILL NOT ALLOW MY WIFE OR CHILDREN TO DRIVE THIS CAR IN THIS CONDITION. THE \$100 REPAIR COST IS NOT THE ISSUE HERE. IT IS THE PRINCIPLE THAT THIS IS A KNOWN DEFECT WHICH CAN START BEFORE 36000 MILES OR AFTER & THE MANUFACTURER SHOULD REPAIR AT NO CHARGE SINCE IT IS NOT AN ABUSE OR WARE & TARE ISSUE. EVEN THE CUSTOMER SERVICE PEOPLE I SPOKE TO THOUGHT THAT THIS WOULD BE TAKEN CARE OF AS A GOOD WILL GESTURE. AFTER REGIONAL REP REFUSED THEY CHANGED THEIR OPINION.

U.S. Department
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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

BUSINESS REPLY MAIL

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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

PLEASE HELP TO RESOLVE THIS PROBLEM TO THE PARTY LINE

**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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