



Auto Safety Hotline

# Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.

CORRECT MARK: ●

### FOR AGENCY USE ONLY

Date Received <b>8/17/01</b>	Officer _____
Reference No. _____	Officer _____
	Officer _____

### OWNER INFORMATION (Type or Print)

### DAYTIME TELEPHONE NUMBER

NAME: Jacqueline C. Crilt

STREET NO.: 250 Harris Rd. APT. NO.: \_\_\_\_\_

CITY: Smith R.I. STATE: \_\_\_\_\_

ENTER ZIP CODE: 02917

ZIP CODE + 4

0	2	9	1	7	
1	1	1	1	1	1
2	2	2	2	2	2
3	3	3	3	3	3
4	4	4	4	4	4
5	5	5	5	5	5
6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9

AREA CODE

2	0	1	2	3	4	5	6	7	8	9
1	1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9	9

Do you authorize NHTSA to provide a copy of this 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: Jacqueline C. Crilt DATE: 8/12/2001

### VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (located at bottom of windshield on driver's side)	VEHICLE MAKE	VEHICLE MODEL	MANUFACTURE DATE	MODEL YEAR
<u>1J4GW68W8XC808258</u>	<u>Jeep</u>	<u>Grand Cherokee Limited</u>	<u>10/97</u>	<u>1997</u>

VEHICLE MANUFACTURER

<input checked="" type="radio"/> BMW	<input type="radio"/> Ford	<input type="radio"/> Honda	<input type="radio"/> Nissan	<input type="radio"/> Subaru	<input type="radio"/> Volvo	<input type="radio"/> Other _____
<input checked="" type="radio"/> Daimler/Chrysler	<input type="radio"/> General Motors	<input type="radio"/> Hyundai	<input type="radio"/> Saab	<input type="radio"/> Toyota	<input type="radio"/> VW	

PURCHASE DATE	DEALER'S NAME	CITY	STATE	ZIP CODE
<input type="radio"/> New <input type="radio"/> Used				

ENGINE SIZE (CID/CC/L)	FUEL SYSTEM	FUEL TYPE	TRANSMISSION TYPE	ANTILOCK BRAKES	RESTRAINT SYSTEM	CRUISE CONTROL
	<input type="radio"/> Turbo <input type="radio"/> Fuel Injection	<input type="radio"/> Diesel <input type="radio"/> Gas	<input type="radio"/> Manual <input type="radio"/> Automatic	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Driver-side Airbag <input type="radio"/> 2-Point Belt <input type="radio"/> Passenger-side Airbag <input type="radio"/> Motorbelt <input type="radio"/> 3-Point Belt	<input type="radio"/> Yes <input type="radio"/> No

DRIVETRAIN	VEHICLE TYPE	DOORS	BODY STYLE
<input type="radio"/> Front <input type="radio"/> Rear <input checked="" type="radio"/> 4-Wheel	<input type="radio"/> Car <input type="radio"/> Minivan <input type="radio"/> Truck <input type="radio"/> Other _____ <input type="radio"/> Van <input checked="" type="radio"/> Sport Utility <input type="radio"/> Motorcycle	<input type="radio"/> 2-Door <input checked="" type="radio"/> 4-Door	<input type="radio"/> Hatchback <input type="radio"/> Pick Up Truck <input type="radio"/> Sedan <input type="radio"/> Stationwagon

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

COMPONENT <input type="radio"/> Child Seat <input type="radio"/> Electrical Lights & Alarms <input type="radio"/> Engine & Cooling System <input type="radio"/> Equipment <input type="radio"/> Fuel System Exhaust <input type="radio"/> Heater, Defrost, Ventilation <input type="radio"/> Interior <input type="radio"/> Parking Brake <input checked="" type="radio"/> Power Train <input type="radio"/> Service Brakes <input type="radio"/> Steering <input type="radio"/> Structure <input type="radio"/> Suspension <input type="radio"/> Visual Systems <input type="radio"/> Other _____	NO. OF FAILURES	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).	
	INCIDENT DATE	TIRE NAME	COMPLETE TIRE SIZE
	MILEAGE AT INCIDENT	TIRE BRAND	
	VEHICLE SPEED AT INCIDENT		
FAILED PART(S) <input checked="" type="radio"/> Original <input type="radio"/> Replacement	FAILED PART(S) AVAILABLE? <input type="radio"/> Yes <input checked="" type="radio"/> No	NHTSA PREVIOUSLY CONTACTED? <input type="radio"/> Yes <input checked="" type="radio"/> No	

### APPLICABLE INCIDENT INFORMATION

Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.	CRASH	NUMBER OF PERSONS INJURED	CAUSE OF INCIDENT	RESULT OF INCIDENT
	FIRE	NUMBER OF FATALITIES		
	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9	<input type="radio"/> Wear/Corroded/Frust <input type="radio"/> Weak/Poor Flu/Loose <input type="radio"/> Cut/Tam <input type="radio"/> Disconnect/Fell Off <input type="radio"/> Excessive Effort <input type="radio"/> Noisy <input type="radio"/> Leaks <input type="radio"/> Short <input type="radio"/> Locks/Sticks/Grabs <input type="radio"/> Stability/Vibration <input type="radio"/> Broken	<input type="radio"/> Explosions/Fire <input type="radio"/> Loss of Control <input type="radio"/> Poor Visibility <input type="radio"/> Inadvertent Start <input type="radio"/> Rollover <input type="radio"/> Stalls <input type="radio"/> Sudden Acceleration

PLEASE DO NOT WRITE IN THIS AREA



02564

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)

(Page   /   through Page   /  )

02564

August 12, 2001  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

To Whom It May Concern:

We purchased a 1999 Jeep Grand Cherokee Limited from Pride Auto Group in Seekonk, Ma. in August of 1999. During the first year of ownership, the front differentials and the rear differentials and propellar shafts had to be replaced. We're now in our second year of ownership and I experienced lots of stalling and the engine would die whenever I came to a stop. Sometimes at a stop light the car seemed to lunge forward and then just die. I had to have the car towed two times. During one of these experiences I was on a four lane highway and I had to call 911 because my vehicle was a hazard to traffic and the police pushed it out of the way of traffic. The car dealer kept my car approximately one month during this time and they kept trying various means of repair. The first time after a week they returned the car to me saying it was repaired. I had the car for 2 days and I got stuck a second time. After lots of trial and error, they finally installed a new transmission. My vehicle had only approximately 23000 miles on it.

Although this is a faulty car, I no longer have recourse under the Lemon Law which is only effective during the first year of purchase. I have asked Chrysler to give me an extended warranty but they have refused and say they will "sell" me a warranty. They have a file on this vehicle but they don't seem to back thir product and I am stuck with a faulty vehicle which I know will continue to have problems after the warranty expires. I would appreciate any feedback on this situation. Also have you had similar problems with Chrysler Jeeps? We've now learned that the transmission isn't even made by Chrysler.

Thank you for your attention in this matter.

