



US Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS

1-888-DASH-2-DOT

(1-888-327-4238)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

2003 APR 23 AM 11:36

Od_or _____
rt_dt _____
od_rt _____
up_itr _____

Reference No.

10017423

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

St. Paul

State

MN

Zip Code

Daytime Telephone Number

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 or address to the vehicle manufacturer.

Signature of Owner

Date

4/12/03

PRODUCT INFORMATION

Vehicle Identification No. (VIN.)
(17 Digits)

(Located at bottom of
windshield on driver's side)

Make

Jeep

Model

Grand Cherokee
40 Laredo

Year

99

Purchased Date

Lesson - Nov 99

Dealer's Name

Bromberg's

Engine Size
(CID/CCL)

Turbo

Diesel

Gas

Fuel Injection

New Used

Dealer's City

inpls.

State

MN

Zip Code

55343

No. Cylinders

6

Manufacture Date
(on driver's door or pillar)

Transmission Type

Manual

Automatic

Restraint System

Driver's Air Bag

Motorist

Passenger's Air Bag

2-Point Belt

3-Point Belt

Cruise Control

Yes

No

Drivetrain

Front

Rear

4-Wheel

Vehicle Type

Car

Sport Utility

Van

Truck

Minivan

Motorcycle

Other

Body Style

2-Door 4-Door

Stationwagon

Pick Up Truck

Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Anti Lock Brakes
Elec. System, steering system

Location

Left

Right

Front

Rear

Failed Part(s)

Original

Replacement

Handicap Adaptive Equip

Yes

No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)
Available?

Yes

No

NHTSA Previously
Contacted?

Yes

No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

Yes

No

Fire

Yes

No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

Yes

No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See Attached sheet.

Multiple failures, ~~break~~ break downs of braking, electrical & heating systems.

The last 3xs I brought my car in, something else broke down within a few days. I have given up trying to fix it.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20690

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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

[REDACTED]
St. Paul, MN [REDACTED]

March 29, 2003

Robert Eaton
1000 Chrysler Dr
Auburn Hills, MI 48326

Dear Bob:

I have been a loyal jeep owner. Currently I own four jeeps - 99 and 95 Jeep Grand Cherokees, and 96 and 97 Sport Cherokees. Until I started leasing my 99 I had been very happy with the performance of the jeeps. Unfortunately I have had continual problems with my 99 Jeep Grand Cherokee. I have had more and more problems with this vehicle to the point that recently I have been to the service center almost every week. I am presently driving the jeep with no horn, no inside lights, no door locks, my ASB light and brake lights are on, and the car continues to overheat when idling for more than a few minutes. The overheating has been addressed at least three times with no resolution; the brake vibrations have been a problem since the first year I owned it. Despite repeated service to the brakes this problem still persists. The recent problem with the electrical system is especially disconcerting due to safety concerns. My car is rapidly deteriorating from the inside out.

I have notified my dealer, zone representative, and the Minnesota Office of Attorney General. Since no one seems to be able to resolve these issues, I am writing to you for your assistance. To make a long painful story short, I cannot afford nor can I run my business with a car that breaks down all the time. I would like Jeep to buy back my car from my lease. My lease expires in November, but at the rate that the car is deteriorating I will not make it to November. I am enclosing documentation of my problems dating back to 2000. While I experienced problems before that time, my dealership did not keep records.

Sincerely,

[REDACTED]
[REDACTED]

P.S. Please do not refer this to your service group, as I have not received any resolution from them.

C.C.
Robert E. Lutz
President and COO
1000 Chrysler Dr
Auburn Hills, MI 48326

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