U.S. 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
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

2003

FOR AGENCY USE ONLY 252	
Date Received: AUG 22 AM 9:38	Repository ☐
30-JUL-2003	Reference No. 10031630

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City: LATHAM	State: NY	Zip Code: [redacted]	Evening Telephone Number: [redacted]

Do you authorize NHTS[redacted]acturer of your vehicle? ☐ YES ☒ NO
In the absence of an e[redacted]me or address to the vehicle manufacturer.
Signature of Owner [redacted] Date (08, 10, 03)

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1J4GW48541C585413	JEEP	GRAND CHEROKEE	2001

Date Purchased	Dealer's Name and Telephone Number		Engine: No. Cylinders	Fuel Type:
September, 2002	Armory GARAGE, Inc.		6	Super Unleaded
Original Owner ☐	Dealer's City: 926 - Central Ave Albany	State: NY	Zip Code: 12205	

Transmission Type		Powertrain	Vehicle Component Code
Chrysler Motors	☐ Antilock Brakes ☐ Cruise Control		094100 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
30-JUL-2003	42596	30 MPH	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMA(9A3C036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

THE MASTER CYLINDER WENT OUT. AS A RESULT OF THIS PROBLEM ROTORS AND MASTER CYLINDER HAD TO BE REPLACED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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 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**

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

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe *is*(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet

July 31, 2003

Daimler Chrysler Motors Corporation Customer Service Center
P.O. Box: #21-8004
Auburn Hills,
Michigan 48321-8004
Phone: (800) 992-1997

Reference Number: # 11513580
Employee: # 178 (Brenda)

RE: [redacted]
Latham, New York [redacted]

Dealership: Armory Garage, Incorporated
926 – Central Avenue
Albany, New York 12205
VIN: #1J4GW48S41C585413
2001- Jeep Grand Cherokee – Laredo
Mileage: 42596

Dear Customer Service Center:

I would like to thank Brenda (Employee # 178) for her wonderful assistance walking through this process. I am a proud owner of a 2001-Jeep Grand Cherokee Laredo purchased last September 2002 through the General Electric Company sale of leased vehicles. This vehicle was purchased in September with only 21000 miles. The previous owner was an elderly woman who drove all highway miles as I have done since owning this wonderful automobile. However, my "Master Cylinder" for the vehicles brakes went out of order causing the brakes to go right to the floor. This vehicle was tied up for repairs for (6) days with a total bill of $1,255.45, which included a rental vehicle. I have attached all of the original receipts for your review and reimbursement. In addition, I have the broken master cylinder part available should you require me to send it into your office, however I was informed over the telephone that this was not necessary.

I want to thank you in advance with your assistance with this matter. If you should have any questions, please contact me at the above referenced telephone numbers. Thank you very much everyone.

Sincerely,

[redacted]

Attachments
KJS/ks

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).