



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 252

Date Received

2003 SEP 12 PM  
01-AUG-2003

Repository ☐

Reference No.  
10031931

Name

Address

City

BELLA VISTA

State AR

Zip Code

Daytime Telephone Number

E-mail Address

Evening 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

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located in bottom of windshield on driver's side  
1J4FJ68S0M534533

Make  
JEEP

Model  
CHEROKEE

Model Year  
1997

Date Purchased  
July 97

Dealer's Name and Telephone Number

Engine:  
No. Cylinders 6

Fuel Type:  
Gasoline

Original Owner  
☒

Dealer's City

State

Zip Code

Engine:  
No. Cylinders 6

Fuel Type:  
Gasoline

Transmission Type

☐ Antilock Brakes

Powertrain

Vehicle Component Code

106200 POWER TRAIN:AXLE ASSEMBLY:AXLE SHAFT

☒ Cruise Control

Multiple Failure: 1

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

Incident Date(s)  
01-AUG-2003

Failure Mileage

Failure Speed

**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: DOTM5LSABC036)

☐ 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), condition(s) and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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).

WHILE APPLYING THE BRAKES THERE WAS A LOUD THUMPING NOISE DUE TO LOOSE AXLE SHAFT THAT WAS ATTACHED TO BRAKING SYSTEM. AXLES WERE MISS BUILT WITH DRUM GUIDE BOSS TOO SHALLOW. \*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 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.

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

Jeep has a "Technical Bulletin" describing this problem. The bulletin advises that both axles were misbuilt and should be replaced. The original axles were made with the drum guide boss too shallow. This allows the entire brake assembly to move about freely, causing the thumping noise mentioned in tech. bulletin. I was advised by a mechanic that this condition, if not corrected immediately, might cause the brakes to lock up without warning. He said that the entire brake assembly could come off the vehicle (as a result of condition) leaving the driver in imminent danger. Either of these possibilities could result in crashes, injuries, and loss of life. Brakes that lock up at highway speed, or fall off all together is a safety related issue. Jeep disagrees and won't cover replacement costs. This condition should be a safety recall issue. Jeep should be forced to correct misbuilt axles in these vehicles.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

**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, NVS-216  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

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**1-888-327-4236**

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(DASH) & DOT



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