



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

FOR AGENCY USE ONLY 241

Date Received
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OWNER INFORMATION (Type or Print)

Name
Address
City FRAMINGHAM State MA Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature or address to the vehicle manufacturer. YES NO
Signature of Owner Date

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side
1546W58 \$4XC747989
Make JEEP Model GRAND CHEROKEE Model Year 1999
Date Purchased 7/99 Dealer's Name and Telephone Number Midway Motors 508 626 1559
Original Owner Dealer's City Framingham State MA Zip Code 01701
Transmission Type Antilock Brakes Powertrain Vehicle Component Code 034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/85R15)
DOT No. (Example: DOTMALSABC098) 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 Yes No Fire Yes No
Number of Persons Injured Number of Deaths Reported to Police 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).

WITHIN FOUR YEARS APPROXIMATELY 8,000-10,000 MILES BOTH FRONT BRAKE ROTORS HAD TO BE TURNED TWICE AND THEN REPLACED. ALSO, BOTH FRONT CALIPERS HAD TO BE REPLACED WHILE APPLYING NORMAL BRAKING DURING ROUTINE DRIVING. THIS CAUSES VEHICLE TO VIBRATE AND MAKE A GRINDING NOISE WHEN BRAKING. DEALER AND MANUFACTURER WERE NOTIFIED, AND WERE UNABLE TO LOCATE THE CAUSE. *AK

Include, if available: Police/Fire Department Reports, 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.

Service Date	Service Mileage
2/1/2000	9,911
6/16/2000	15,000
7/13/2000	17,167
12/5/2000	22,704
8/8/2001	34,475
4/12/2002	45,379
12/5/2002	54,327
3/25/2003	60,885
8/29/2003	64,265

**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).**