



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 100184

Date Received: **04 APR 20 AM 9:53**
Repository:
Reference No.: 10063527

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: LUBBOCK State: TX Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: **4/5/04**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located on top of or between or welded on driver's side: **1J4GW5BN51C** [Redacted]
Make: JEEP Model: GRAND CHEROKEE Model Year: 2001
Date Purchased: **6-7-01** Dealer's Name and Telephone Number: **SPRINT (800) 747-4461** Engine: No. Cylinders: **8** Fuel Type: **GAS**
Original Owner: Dealer's City: **LUBBOCK** State: **TX** Zip Code: **79412**
Transmission Type: **4WD AUTOMATIC** Antilock Brakes PowerSteer Cruise Control
Vehicle Component Code: 034820 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failure: **3**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): **20-JUNE-2002** Failure Mileage: **10000** Failure Speed: **ALL SPEEDS**
DISCS ARE TOO CLOSE TO ROTARS CAUSING HEAT BUILD UP + WARP ROTARS

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R16): [Redacted]
DOT No. (Example: DOTM1ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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: 0 Number of Deaths: 0 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).

WHILE DRIVING AT ANY SPEED AND WHEN THE BRAKES WERE APPLIED THERE WAS SEVERE VIBRATION IN THE BRAKE PEDAL AND STEERING WHEEL. VEHICLE WAS TAKEN TO THE DEALER, WHO REPLACED THE ROTORS AND THE BRAKE PADS TWICE. A TECHNICAL SERVICE BULLETIN WAS ISSUED CONCERNING THIS PROBLEM. *AK

SERVICE BULLETIN DOES NOT FIX PROBLEM
ALL 2000 + 2001 MODELS HAVE THIS PROBLEM

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.