



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 1367

Date Received

Repository

15-JUN-2004

Reference No.

2004 JUL 26 PM 6:23

20076234

OWNER INFORMATION (Type or Print)

Name

Address

City

LINCOLN

State

NE

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

YES

NO

Signature of Owner

Date 7/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

PLEASE FILL IN

1J4BW48531C

Make

JEEP

Model

GRAND CHEROKEE

Model Year

2001

Date Purchased

4/13/01

Dealer's Name and Telephone Number

MEGALINIS FORD CO.

Engine:

No: Cylinders 6

Fuel Type:

GGS

Original Owner

Dealer's City

Lincoln Neb

State

NE

Zip Code

68505

Transmission Type

AUTOMATIC

Antilock Brakes

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

03000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-JUL-2003
2nd time

Failure Mileage

18000

Failure Speed

All speeds

Brakes

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

N/A

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC056)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

N/A

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).

WHEN THE BRAKE PEDAL IS DEPRESSED, THE PEDAL PULSATES, VEHICLE JERKS FORWARD AND VIBRATES. THE DEALERSHIP REPLACED THE ROTOR ON FRONT WHEEL, WHICH PARTIALLY SOLVED THE PROBLEM. THE PROBLEM, HOWEVER, PROGRESSED AND GOT WORSE. THE DEALERSHIP INDICATED THAT THEY DIDNT KNOW HOW TO FIX THE PROBLEM AND THEY SUGGESTED THAT THE CONSUMER CONTACT A BRAKE SHOP. *1A

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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 Attachment

Brake failure at all speeds - excessive at speeds of 30 mph and more. Heavy vibrating and pulsating causing vibration in the steering wheel and front wheels causing steering problems.

This problem started at approximately 12,000 miles. Brakes were repaired by Meginnis Ford (dealer) at 15,480 miles but did not completely correct problem. Refer to service report # 1 dated 6/11/02.

The same problem started again at 25,000 miles. Repaired second time by Meginnis Ford 8/11/03 at 29,217 miles refer to attachment #2 again this repair did not completely correct problem.

The third time contacted dealer again on 3/2/04 at 40,199 miles. Same problem attachment #3. Refer to service report of 3/2/04 condition this time was much worse than first two times but dealer advised they did not know how to correct problem. They suggested we take vehicle to a private auto repair shop for repair as they could not help us.

Dealer, Meginnis Ford, has understated the severity of this condition. Vehicle was taken to a private auto repair shop - repair shop replaced brake pads, rear disc rotors and caliper but stated that this did not correct problem. Repair shop called Meginnis Ford they told him they did not know how to correct and could not advise him. They advised the mechanic that they have had many complaints from Jeep owners with this same problem but have had no success with getting any satisfaction or repairs from Jeep manufacture. Meginnis Ford also told us they have had many other Jeeps with the same problem.

My wife and I are retired and in our 70's and we are asking for your help in correcting this problem. We were advised by Senator Chuck Hagel that your office would look into this matter for us.

Thank you.



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).