



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

13-JUL-2004

Repository ☐

Reference No.
10081853

OWNER INFORMATION (Type or Print)

Name

Address

City NEW SMYRNA BEACH

State FL

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? ☒ YES ☐ NO
In the absence of an authorized signature, you are NOT providing your name or address to the vehicle manufacturer.
Signature of Owner Date 8/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1J4GX48S42C

Make
JEEP

Model
GRAND CHEROKEE

Model Year
2002

Date Purchased
15-NOV-01

Dealer's Name and Telephone Number
NEW SMYRNA JEEP, DODGE, CHRYSLER

Engine:
No. Cylinders

Fuel Type:
Gas

Original Owner
☒

Dealer's City
NEW SMYRNA BEACH FLA

State
FLA

Zip Code
32168

6 Mile

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE
2 wheel drive

Vehicle Component Code
034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 9

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
28-MAR-2003

Failure Mileage
14000

Failure Speed
50-60 MPH

ROTORS + CALIPIERS, PADS

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
Goodyear

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM18ABC036)

☒ Original Equipment
☐ Prior Repair

Failure Location:
N/A

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:

N/A

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident, failure(s), condition, 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).

AT 14,000 MILES DEALER REPLACED FRONT ROTORS AND PADS BECAUSE THE ROTORS WARPED. THIS CAUSED THE VEHICLE TO GRIND AND VIBRATE WHEN APPLYING THE BRAKES. AT THE PRESENT TIME DEALER HAD TO TURN THE FRONT ROTORS AGAIN BECAUSE THE ROTORS WARPED. DEALER BELIEVED THAT WARPING WAS DUE TO THE BRAKES BEING USED ON WET ROAD. *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.

①

94

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

Jeep did same thing on 94 Cherokee. Defected EXPLoding ROTORS installed new Defected Warped ROTORS which RUINED EXISTING NEW PADS FROM NEW BRAKE JOB - TURNED NEW ROTORS AGAIN!

②

2002 severe Pulsate in Front Anti Lock Brakes Pulled - Service Dept Replaced with new updated kit of Rotors Pad - CALPIERS Failed AGAIN AROUND 10,000 more miles Reported it At 30,000 mile Service of vehicle 1000 miles out of warranty, Service Dept VERY NICE Told me they would TURN Defected Rotors as a courtesy to me, mechanic said Pass side .016 THOUSANDS out, DRIVER'S side 0.08 THOUSANDS out PROBABLY DUE TO DRIVING ON WET ROADS - GREAT WORKMANSHIP -

③

Had Plugs installed, TRANSMISSION PRESSURE Flushed, REAR END oil changed 30,000 - now when PASSING vehicle AT 45 MPH ENGINE TORQUE + HP flat Bought my LAST CHRYSLER Product!!

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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



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IF MAILED
IN THE
UNITED STATES

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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**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).**