



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 100192

Date Received

Repository

2004 AUG 12 2004 3:38

Reference No.
10083671

OWNER INFORMATION (Type or Print)

Name

Address

City MCKEESPORT

State PA

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 7/31/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1J4GW4BS44C

Make
JEEP

Model
GRAND CHEROKEE

Model Year
2004

Date Purchased
6/28/04

Dealer's Name and Telephone Number
Monroville Chrysler - Jeep 412-856-1422

Engine:
No. Cylinders

Fuel Type:
Gas

Original Owner

Dealer's City
Monroville

State PA Zip Code 15146

Transmission Type Antilock Brakes
AUTOMATIC Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-JUL-2004

Failure Mileage
1st 250
incident

Failure Speed
20-25 mph
coming to a stop

incidents - 3 times - different days
week of 6/28/04
3 days - week of 7/5/04
2 - 7/12/04 1 - 7/19/04 2 - 7/26/04

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: DOTM18ABC036)

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

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).

VEHICLE WAS BRAND NEW AND WHEN DEPRESSING THE BRAKES PEDAL WENT TO THE FLOOR. CONSUMER TOOK THE VEHICLE TO THE DEALER, WHO WAS NOT ABLE TO DUPLICATE THE PROBLEM. RECEIVED THE VEHICLE FROM THE DEALER, AND WAS TOLD DEALER HAD NO ANSWERS. CONSUMER WAS AFRAID TO DRIVE THE VEHICLE. EVEN WHEN VEHICLE WAS MOVING SLOWLY, IT WILL NOT STOP. *AK

Intermittantly as I descend hills or grades on dry clean roads the ABS system activates for no reason. As I continue to depress my brake all the way to the floor as the manual says to do, the car continues to move beyond the stop sign or red light placing me at risk for an accident. This occurs 1-2 times per week. In addition to reporting this to my dealer I have contacted customer service at Chrysler and they have assigned a case number to my report. The car is going back to the dealer to be rechecked the week of 8/2/04.

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.

**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).**