



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 100210

Date Received

Repository

10-SEP-2004

Reference No.

2004 OCT 15 AM 10:09

09991033

OWNER INFORMATION (Type or Print)

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City WASHINGTON State DC Zip Code \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

Facsimile 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 answer, NHTSA will not include your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 9/30/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1JBGW48J64C  
Make: JEEP Model: GRAND CHEROKEE Model Year: 2004  
Date Purchased: August Dealer's Name and Telephone Number: Heritage Auto Plaza  
Original Owner:  Dealer's City: Alexandria Va State: Va Zip Code: \_\_\_\_\_  
Engine: No. Cylinders: 6 Fuel Type: Gas  
Transmission Type: AUTOMATIC  
 Antilock Brakes Powertrain: \_\_\_\_\_  
 Cruise Control  
Vehicle Component Code: 034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 25-AUG-2004  
Mileage: \_\_\_\_\_ Failure Speed: \_\_\_\_\_

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R15): \_\_\_\_\_  
DOT No. (Example: DOTM18ABC038)  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: 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 APPLYING THE BRAKE PEDAL AT LOW SPEEDS VEHICLE SHIMMIED UNCONTROLLABLY. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND DROVE IT TO THE DEALER FOR INSPECTION. MECHANIC DETERMINED THAT ROTORS NEEDED TO BE REPLACED. \*AK

I had a new vehicle that pulsed from first mile at low speeds (30-35mph) or less. I thought it was ABS. The pulsations grew into shimming at speed 30-35 mph above. It shimmied uncontrollably at 13 mph approached. My mechanic suggested getting it serviced by dealer under warranty if possible. He indicated he has a customer with a 2004

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

possible, he indicated he has a customer with a 2004 Cherokee Laredo that has a third set of pads & rotors with less than 30,000 miles, repaired under warranty. A Red flag to consumer or he not Jeep or Dot Auto Safety

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

Heritage in Alexandria Va. declined to repair under <sup>1</sup> since it was a year since purchase & mileage greater than 12,000 miles. Mr. [unclear] suggested calling [unclear] to get authority to check ride dealer's book. I called and [unclear] problem and was told the dealer would be a [unclear] they called them. No call. Called [unclear] and a [unclear] revealed the dealer had been called, and the repair manager declined to [unclear] since I hadn't been [unclear] since the [unclear] and change. It appeared to be a [unclear] play to take [unclear] off the dealer.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

**TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR**

**DASH2DOT**  
and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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② II.

there is a reason why I  
hadn't been in since the  
free discharge shortly after buy-  
ing the car on the day  
after Labor Day last  
year, a Van pulled out  
of a parking space and  
scraped the side of my  
Jeep from the front light  
to the back quarter panel.  
I took the Jeep  
to the shop with the  
equivalent on the entire  
right side being keyed  
to be repaired. The initial  
evaluation included resetting  
the right front fender.  
The body <sup>shop</sup> gave me  
an estimate for the  
person who hit me as re-  
quested by her. No indication  
of resetting front right fender  
I mentioned this to the  
assistant mgr who indicated  
such to the Manager that the  
service personnel were  
doing their job & it was  
never fixed.

The person who caused  
the accident offered to

(2) III

her insurance company  
for payment of the  
repair. The total cost  
declined - dramatically.  
Surprise! Surprise! <sup>According to my doctor.</sup>

Regardless they had  
my Jeep an inordinate  
amount of time - parts  
availability of course - since  
new parts lag time for a  
new Jeep was significant.

Now had an oil change  
requested over + above the  
repair that remained outstanding  
until the repair was  
completed. I went to  
pick up my Jeep + the color  
of the whole right side  
of the Jeep didn't

match the rest of the paint.  
After declining <sup>my</sup> explanation  
that time would correct  
the problem with aging, they  
finally agreed to repaint.  
I declined the oil change  
which had not been done.

How much confidence  
had the dealer instilled  
in their ability to do  
any thing right? Much less  
acknowledge a notorious brake problem  
that independent mechanics know