



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 100248

Date Received

08-NOV-2004

Repository

Reference No. 10099702

OWNER INFORMATION (Type or Print)

Name [Redacted]  
Address [Redacted]  
City LONGMONT State CO Zip Code [Redacted]

Daytime Telephone Number [Redacted]

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 [Redacted] Date 11/23/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1J4GW58S8K [Redacted]  
Make JEEP Model Grand Cherokee Laredo Model Year 1999  
Date Purchased 22-FEB-02 Dealer's Name and Telephone Number Cowboy Coral Engine: 4.0 lt Fuel Type: Gas  
Original Owner [Redacted] Dealer's City Longmont State CO Zip Code 80504 No. Cylinders 6  
Transmission Type AUTOMATIC  Antilock Brakes Powertrain Vehicle Component Code 020000 SUSPENSION  
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 25-FEB-2004 Failure 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: 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  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).

THE VEHICLE TENDS TO SHAKE. WHILE THE VEHICLE SLOWS DOWN AND BRAKES IT CAUSES STEERING SHAKE, MAKING THE VEHICLE HARD TO MANUEVER, ESPECIALLY WHEN SLOWING DOWN ON THE HIGHWAY. \*AK

The vehicle shook so badly when I touched the brake at all that I almost wrecked on a daily basis. The manufacturer knows this and even put out a bulletin to dealers, but won't recall it, even though the only way to fix this very dangerous problem is by fixing it w/ manufacturer parts only.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

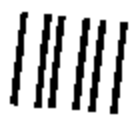
The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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 of Incident(s), Failure(s), Crash(es), and Injury(ies)

the steering wheel shook so bad I could barely hang on to it. I had been told by everyone who had driven it that if I didn't get it fixed I would be killed in an auto accident. I had to spend \$600 to get manufacturer only caliper system & now I haven't had anymore problems. The Jeep Grand Cherokee made from 1999-2002 need to be recalled so no one is injured or killed. This problem doesn't really start until after 80,000 miles so this is probably why you haven't heard too much about it. I am enclosing all of my receipts for past 10 months for all brakes & rotors that I bought thinking this was the problem. I am enclosing the receipt of new caliper system. I am enclosing the receipt.

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 73178 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



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# VEHICLE OWNER'S QUESTIONNAIRE

## DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

### DASH2DOT

and dial toll free at

# 1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline  
(DASH) & DOT

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
www.nhtsa.dot.gov

Please Read this bulletin  
 Tech Service Bulletin  
 MAGNUM- MOSS ACT  
 T-S-B (Not recall)  
 6/12/03 08:00am P. 0000

ISSUANCE PLS

488 763 0622

# ON THE LINE

Mark, Ben & others FYI

Keeping the Pulsar Out Requires a Factory Modification

## Cherokee Brake Pulsation

**F**rustrated, the owner of the Grand Cherokee succumbed to the recurring brake pulsation and traded the vehicle off. Days later, while conversing with a car dealer friend, he shared a similar frustration: "I love these Grand Cherokees and I can sell them as fast as I get them, but I get them back for warranty as fast as I sell them." His generous warranty policy and the recurring brake pulsation complaints were costing him a bundle and making some good customers really angry. For the record, the dealer technicians acknowledge the same customer complaints and high return rates concerning brake pulsation. Later, we will identify the problem and the factory solution. Machining or replacing the rotors is only a short-term fix. Getting the pulse out is one issue; keeping it out requires a major component replacement, one that most would least expect.

### GETTING THE PULSE OUT

For pedal pulsation or brake roughness, the technician would examine the condition of the rotors. While excessive rotor runout would be a definite candidate, some may not take the time to check the parallelism. Let's consider both:

**Runout:** The allowable rotor runout often varies between vehicle manufacturers and sometimes between platform types. The industry standard is a .005 inch maximum runout. Amounts in excess of this exceed the ability of the caliper in track maximum rotor weight, thus promoting pulsation and noise. Rotor runout should be checked with the rotor mounted on the vehicle and the wheel hogs inverted and torqued to spec. The rotor may run true on the lathe and exceed the allowable limits when installed on the vehicle. The reason is when all the components are assembled, the stacked tolerances often result in the rotor exceeding the spec. Indexing the rotor to the hub can often bring a .007 to .010 inch runout back into spec.

**Parallelism:** Technicians check for runout, but less consider the parallelism or thickness variations to the rotor. Check the rotor thickness at four or more positions. A variation as little as .0005 inch can promote pedal pulsation. While a caliper can compensate for rotor runout, a variation in the thickness of the rotor is unforgiving. When this occurs, the solidity of the hydraulic column transfers the uneven pressures through the hydraulic cylinders and into the brake pedal assembly, creat-

ing a brake pedal pulsation. Runout as minimal as .002 inch can promote thickness variations in the rotor, due to the rotor wiping the disc path. In addition, a friction material transfer to the rotor can occur, promoting a slip/stick condition or pulsation.

Properly diagnosing and correcting the cause of the pulsation will prevent the condition from recurring within a few thousand miles.



Illustration that after an installation, the parts customer's brake pedal is still shaking as usual. The amount of runout is similar to the original. SOURCE: VISC.

### GRAND CHEROKEE PULSATION

Recurring pedal pulsation and brake roughness complaints have plagued the 1999-2002 Grand Cherokee vehicles. While performing the normal brake service procedures for pulsation will temporarily eliminate the symptoms, the condition recurs within a few thousand miles. This endeavor can be a frustrating experience for the technicians, both mentally and financially, as the customer expects the second repair for free. The brake performance condition has been acknowledged by the vehicle manufacturer and a major engineering change has been made to correct the condition. The dealer technicians confirm that the problem has been resolved.

**First Attempt:** The vehicle manufacturer acknowledged the recurring condition, initially stating that the symptoms were likely due to variations in the rotor thickness. It was believed that residual drag of the disc pads was the culprit. They attempted to correct the problem with a disc pad

LARRY HAMMER



repair kit that incorporated an adhesive backing. This would help the pads pull away from the rotor during caliper release, eliminating residual drag. In addition, the rotors were to be machined with an on-car lath to compensate for stacked tolerances. Unfortunately, the symptoms continued.

**Second Attempt:** The second attempt to correct the condition involved more changes in the braking system, including a new caliper design and replacement of the disc pads and rotors. The redesigned caliper comes with new mounting brackets and bolts. The right and left sides are marked for proper installation. With the original components removed, the surface of the hub where the rotors sit should be thoroughly cleaned. Contaminates in this area could promote excessive runout, once the wheel is installed and the lug nuts torqued to spec. The mounting surface of the new rotor should also be free of contamination that could prevent full surface contact with the hub mating surface. The new rotor should be indexed (matched) to the hub until the lateral runout is .001 inch or less. Notice that the vehicle manufacturer has really tightened the allowable runout. If the runout exceeds this amount, the cause must be determined and corrected before proceeding.

Currently, the only source for the redesigned caliper is from the dealer, as the entire production is going directly to the vehicle manufacturer. The manufacturing and distribution system will work through this in a short time period and the parts will become readily available. When the dealer makes the repair they install kit #03695174A, which includes two loaded caliper assemblies, plus they install two new rotors (Part #5289672). The caliper modification is the only way to eliminate the recurring pedal pulsation.



FOR INFORMATION CALL 1-800-825-3238  
[www.mightyparts.com](http://www.mightyparts.com)

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From: customerassist [customerassist@daimlerchrysler.com]  
Sent: Tuesday, November 09, 2004 7:02 AM  
To: [REDACTED]  
Subject: Re: Reply to DaimlerChrysler (KMM2039762V [REDACTED])

Dear [REDACTED]

Thank you for your reply.

Our records indicate this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address. You will be eligible for reimbursement for any repairs you have paid for that are later involved in a recall.

The National Highway Traffic Safety Administration determines which concerns merit a recall. For further information, or to file a complaint, please contact NHTSA, at 800-424-9393 or visit their website at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov).

Thanks again for the reply.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:  
REFERENCE NUMBER: 12805216  
REPLY LINK: [http://www.chrysler.com/wccsapp/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM2039762COKM&](http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2039762COKM&)

Sincerely,

Glenn  
Senior Staff Representative  
DaimlerChrysler Customer Assistance Center

Original Message Follows:  
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Reply Comments:  
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\* Ref#12805216 for [REDACTED]

Thank you for your prompt response.  
I would like to know why this was a bulletin and not a recall? This a major safety issue? I had some very close calls on a daily basis because of the shaking of the steering wheel and the shaking of the vehicle when I would go to stop. Just stepping on the brake made my vehicle and my steering wheel shake so bad that it always felt like it was going to flip over. I know this may seem like I am over-exaggerating but I am not and I had a few people drive my Jeep just to show them how bad it was and they all said, "if you don't get that fixed you are going to get killed in a car"

11/9/04  
Filed  
OK (copy)

wreck!"

As soon as I got the new caliper system put on there was no more shaking at all. I would like to file a complaint to see if we could recall all Jeep Grand Cherokees from 1999-2002 which all have this problem.

so I'm told, so that we don't have any deaths as a result from this malfunction. My whole family has Jeep Grand Cherokee's and so do a few of my friends (there are a lot of us) and some of them are already starting to experience these conditions and I told them that they are going to have to come up with \$600 to fix it and they are upset as well. So how do I file a formal complaint with Jeep?

Thank you, [REDACTED]

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).