



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

2005 JAN 16
16-DEC-2004

Repository ☐

Reference No. 06
10103957

OWNER INFORMATION (Type or Print)

Name

Address

City MCHEERY

State IL

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 1-21-05

VEHICLE INFORMATION

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

1J4GW48S31C

Make

JEEP

Model

CHEROKEE

Model Year

2001

Date Purchased

AUG. 2001

Dealer's Name and Telephone Number

COMMON COLLINS 815 459-8200 CRYSTAL LAKE 459

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

CRYSTAL LAKE

State

IL

Zip Code

60050

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-JUL-2002

Failure Mileage

9012

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/B5R15)

DOT No. (Example: DOTM16ABC038)

☐ 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

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).

COMPLAINT RECEIVED VIA E-MAIL. I HAVE HAD A CONSISTENT PROBLEM WITH MY BRAKES SINCE I BROUGHT IT. THE FIRST FAILURE OCCURRED AT 9012 MILES. DEALERSHIP REPLACED THE FRONT CALIPERS AND ROTORS. THEN AT 18811 MILES DEALERSHIP RESURFACED THE FRONT AND REAR ROTORS BECAUSE THEY WERE WARPED. AT 24,806 MILES THE FAILURE RECURRED. DEALERSHIP REPLACED ALL 4 BRAKE ROTORS. CURRENTLY, AT 32,000 MILES THE FAILURE RECURRED, BUT THE VEHICLE WAS OUT OF WARRANTY. THE MANUFACTURER, DEALERSHIP, AND OTHER JEEP OWNERS INFORMED ME THAT THIS WAS A DESIGN FLAW THAT OCCURRED IN THE EARLIER AND SOME LATER MODEL JEEPS, BUT HAS BEEN MODIFIED IN 2005 MODEL. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

This Privacy Act of 1974-Public Law 93-578 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.

January 7, 2005

U.S. Dept. of Transportation
Office of Defects Investigation NVS-216
400 7th Street SW
Washington, DC 20590

Hi,

Thanks so much for your quick attention to my complaint. I have enclosed copies of the service record for the brake problem.

After doing a little research, I found that the 1998-2003 and some 2004 model jeeps have the same problem. I was told by several car dealers that it was a "design flaw" and was fixed for the 2005 model.

Conlon-Collins Jeep dealership (815) 459-8200 where I bought the Jeep new in 2001, was more than happy to fix the rotor/caliper problem three times prior to this while under warranty. Now my Jeep is no longer under warranty and I don't want to pay for some "design flaw" that Jeep was aware of. I called Chrysler Daimler and they more or less said "too bad" and that I'll have to pay for it since it is out of warranty. Conlon-Collins Jeep has sold their dealership to Crystal Lake Chrysler (815) 459-9000. When I contacted Crystal Lake Chrysler, I was told they could fix it but I would have to pay for it. Rats, I really hate that part. If it is an original design flaw that the manufacturer is aware of, and it is a definite safety issue (it's really difficult to brake effectively with this problem), shouldn't someone other than myself be responsible

for it? In the meantime I have an appointment to have the brakes fixed, again, since it is too dangerous to drive like this.

I apologize for the wordiness of this letter, but that's the best I could explain it!

Thanks for whatever you can do, and have a good day.

Sincerely,

**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).**