



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 1220

Date Received

Repository

2005 JAN 14 AM 11:15
23-DEC-2004

Reference No.
10105259

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City RALEIGH State NC 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 authorized signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 1/15/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1J4FJ78L0LL [REDACTED]
Make: JEEP Model: CHEROKEE Model Year: 1990
Date Purchased: Dealer's Name and Telephone Number: Engine: No. of Cylinders: 6 Fuel Type:
Original Owner: Dealer's City: State: Zip Code:
Transmission Type: Antilock Brakes Powertrain: Vehicle Component Code: 036000 SERVICE BRAKES, HYDRAULIC: ANTILOCK
 Cruise Control Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 03-DEC-2004 Failure Mileage: 136000 Failure Speed: 25-35 MPH
ABS - MOTOR BRAKE PEDAL HARD
ABS - Pump NO BRAKES

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: DOTM19ABC036) 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).

RECALL NUMBER 96V260000 CONCERNING ABS BRAKE FAILURE. WHILE DRIVING BRAKES FAILED JUST AS THE RECALL STATED. VEHICLE HAD BEEN IN THE REPAIR SHOP FOR OVER TWO WEEKS. CHRYSLER HAD DONE NOTHING TO ASSIST THE CONSUMER WITH THE PROBLEM. CONSUMER WAS TOLD THERE WERE NO PARTS FOR THIS RECALL. HOWEVER THE PROBLEM RECURRED. *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.

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

THE PROBLEM WE HAD WAS WITH CHRYSLER CORP. WE WERE TOLD THERE WERE NO PARTS AVAILABLE, AND THAT WE WOULD HAVE TO WAIT ADDITIONAL 4 WEEKS BEYOND THE 3 WEEKS IT HAD ALREADY BEEN THERE. WHEN I CALLED CHRYSLER'S 1-800 # I ASKED FOR ALTERNATE TRANSPORTATION, AS WAS INCLUDED IN THE RECALL AS PER NHTSA LETTER FROM CHRYSLER. IT WOULD SEEM TO ME THAT THERE WOULD BE PARTS AVAILABLE SINCE RECALL WAS STARTED IN THE YEAR 1997.

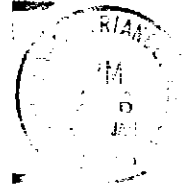
ATTACH ADDITIONAL SHEETS IF NECESSARY

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

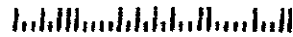
BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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

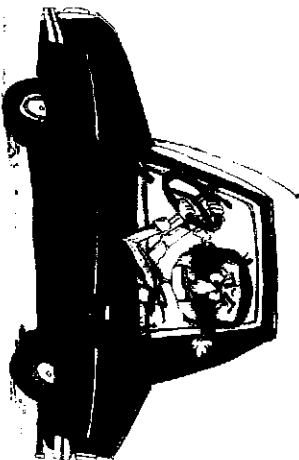
and dial toll free at

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