



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 241

Date Received

Repository

28-DEC-2004

Reference No: 9: 55  
10105424

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: WINNETKA State: IL Zip Code: [REDACTED]

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 address for the manufacturer, please provide an address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 1/16/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
PLEASE FILL IN: 154GW48N84C [REDACTED]  
Make: JEEP Model: GRAND CHEROKEE Model Year: 2004  
Date Purchased: 20 APR 04 Dealer's Name and Telephone Number: FIELD'S JEEP (847) 446-5100  
Original Owner: [REDACTED] Dealer's City: NORTHFIELD IL State: IL Zip Code: 60069  
Engine: No. Cylinders: 6 Fuel Type: Gas  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: 4 WHEEL DRIVE  
Vehicle Component Code: 031000 SERVICE BRAKES, HYDRAULIC; PEDALS AND LINKAGES  
Multiple Failure: 15

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 30-APR-2004 Failure Mileage: 5 Failure Speed: 1-15  
BRAKE PEDAL GOES TOO LOW - ALLOW HITTING ACCELERATOR AT SAME TIME.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

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(es).  
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 ON TWO SEPARATE OCCASIONS, THE CONSUMER APPLIED THE BRAKE AND THE ACCELERATOR PEDAL SIMULTANEOUSLY. THIS CONDITION CAUSES THE VEHICLE TO ACCELERATE UNEXPECTEDLY. THE DEALER WAS NOTIFIED AND WAS AWARE OF THIS ISSUE. \*JB  
FIVE  
BRAKE PEDAL TRAVELS TOO LOW - IN SAME PLANE AS ACCELERATOR  
UPON FIRST DRIVING CAR, I TOOK IN DEALER (STANICE REP SAID BRAKE PEDAL WENT DOWN SO FAR BECAUSE THERE HAD BEEN A PROBLEM WITH THE BRAKES ON THIS MODEL AND THIS WAS A FACTORY ADJUSTMENT TO SOLVE THE PROBLEM. THIS IS UNUSUAL. VERY DANGEROUS

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

BECAUSE THE BRAKE TRAVELS TOO LOW

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

THE CAR TRAVELS SO FAR DOWN IT IS AS OR BELOW THE  
ACCELERATION LEVEL. ~~ON~~ ON OUR OTHER CARS IT IS ALWAYS ABOVE

I TOOK IT BACK TO THE DEALER LAST JULY (117) "TIM IN SERVICE  
SAID IT CHECKED OUT NORMAL - ONLY "NORMAL" FOR THIS CAR IS  
VERY DANGEROUS AS YOU CAN EASILY END UP STRIPPED ON BOTH  
PROMOS AT THE SAME TIME + PUT THE CAR OUT OF CONTROL.

IT HAS NOW HAPPENED TO ME 5 TIMES, I AM AN EXPERIENCED  
DRIVER - 42 YEARS EXPERIENCE ON ALL TYPES OF VEHICLES

THIS SHOULD BE RECALLED AND FIXED TO WORK LIKE A NORMAL CAR.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Dep.  
of Trans.

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20690

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73179 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**

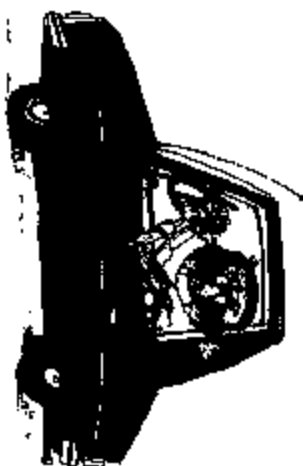
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and dial toll free at

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(DASH) 2 DOT



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**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).**