



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

Date Received

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

10115663

OWNER INFORMATION (Type or Print)

Name

St

Apt. No.

City

State

Zip Co

Daytime 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 _____, I provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

3/4/05

PRODUCT INFORMATION

Vehicle Identification No. (VIN.)
(17 Digits)

(Located at bottom of
windshield on driver's side)

Make

Model

Year

1J4GW58N11C _____ Jeep Grand Cherokee Limited 2001

Purchased Date

Dealer's Name

Engine Size
(CID/CC/L)

☐ Turbo
☐ Diesel

☐ New ☐ Used

Dealer's City

State

Zip Code

No. Cylinders

☒ Gas
☒ Fuel Injection

Manufacture Date
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

☐ Manual

☒ Automatic

☒ Driverside Air Bag

☐ Motorbelt

☒ Passengerside Air Bag

☐ 2-Point Belt

☐ 3-Point Belt

☒ Yes

☐ No

☐ Front

☐ Rear

☒ 4-Wheel

☐ Car

☐ Van

☐ Minivan

☐ Other

☒ Sport Utility

☐ Truck

☐ Motorcycle

☐ Other

☐ 2-Door

☒ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

FRONT

BRAKE ROTORS + PADS

Location

☒ Left

☒ Front

☒ Right

☐ Rear

Failed Part(s)

☒ Original

☒ Replacement

Handicap Adaptive Equip

☐ Yes

☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)
Available?

☐ Yes

☐ No

NHTSA Previously
Contacted?

☐ Yes

☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes ☐ No

Fire

☐ Yes ☐ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No

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

Front Brakes failed twice within 62000 miles. Now on third set of Brake Rotors and Pads. (Problem is Chrysler Corp has faulty Rotors that warp then brakes pulsate so bad they won't stop properly. Original set and replacement set both failed. Chrysler knows they have a problem cause they released a TSB. (Tech Service Bulletin) and also a kit with Rotors and Pads for quick replacement. Brake rotors should last much longer. Read attached letter and service orders for proof of failures.

Continued on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

TO: NHTSA (National Highway Traffic Safety Administration)
US Dept. of Transportation
Washington, DC 20590

FROM: [REDACTED]
[REDACTED]
Danville, IL [REDACTED]
Phone [REDACTED] (cell)

I am writing this letter to bring to your attention a problem I feel is a serious safety issue with the vehicle I own. I am otherwise a proud owner of a JEEP GRAND CHEROKEE LIMITED 2001 model which I purchased new FEB. 28, 2001. VIN-1J4GW58N11C568245

The problem I am having is with the front brakes on the vehicle. When this problem first came up, I was experiencing pulsation when applying brakes only to worsen to a point I worried if they would work in a panic application. I advised my dealer where I purchased vehicle, SHELBY MOTORS of 1906 Moreland Blvd. Champaign, IL. 61822 phone 217-352-4273 of my concern and they advised that Chrysler Corp. had a problem with front brakes and had released a TSB (technical service bulletin) on this issue and they replaced the front calipers, rotors, and pads under my original warranty at mileage 32736. (See repair order 84033 dated 12-26-02. CHRYSLER KNOWS THEY HAVE A PROBLEM and have released a TSB and is so noted on this repair order.

All was OK I thought as I assumed they replaced with parts that solved the problem, until I started experiencing same pulsation prior to mileage 54616. This is when I reported same problem to my dealer Shelby Motors after only 21880 miles after first repair. (See repair order no. 100333 dated 5-14-04). The service writer (KEN) advised me my warranty has expired and that my extended warranty that goes on to 75000 miles would not cover this because rotors and pads are considered a wear item. As noted on this repair order they advised the rotors need resurfaced due to being warped. (KEEP THIS IN MIND FOR COMMENTS MADE BY MECHANIC LATTER IN LETTER). At this time I explained my dissatisfaction and that there must be a design error by Chrysler if brakes would only last 21880 miles before needing replaced under normal driving which I do. At any rate I was told they would not do anything nor would Chrysler Corp. and repairs were up to me.

Because I am good at this work, I left and was going to repair by removing and having rotors turned/ resurfaced and installing new pads. Now at 62052 miles only 7436 more miles the brakes were so bad (pulsating) I was again wondering if they would stop in a panic situation, so I went to, (because we were in the area) ULTIMATE AUTO GROUP DEALER at 2674 Highway 62 West Mountain Home, AR. 72653 Phone 870-425-6996. I talked with Larry and Matt service writers and received same no warranty as I had before, and I would have to pay for myself or do myself. (I am out of town and having severe back problems so I was left with no options but to have work done and pay for myself at a cost of \$272.11. (See repair order 888 dated 10-15-04). This is when I became aware of how serious this problem really is. The mechanic "DANNY" advised me through service writer it would not do any good to have rotors resurfaced/ turned because he has seen so many of these on JEEPS I would have same problem only sooner due to rotors being thinner. Also I was advised that CHRYSLER CORP. has actually released a complete kit containing Rotors and Pads and Hardware, to use due to having so many to repair. (See repair order for part number and cost). Also while I was in dealer waiting room I talked with a lady who had same problem and was having her brakes replaced for second time. (Same model vehicle as mine). When picking up my vehicle, I spoke with the mechanic "Danny" that done the repairs and told him he was fast as he had replaced brakes on two vehicles in an hour and half. His reply was " I have done so many of these replacements it has become very easy".

This is when I decided something needs to be done.

I called Chrysler Corp Customer Center at 1-800-992-1997 on 10-20-04 at 10:30 AM AR. time and talked originally with Jennifer and explained complete situation to her and her comment was this was ridiculous and I should not have to pay for an ongoing problem and she would try to help and put me on hold. Next thing I know another lady "SUSAN" was on line and I had to explain all over again. After explanation, her comment was simply Chrysler would only warranty for 12 months or 12000 miles after first replacement of brakes per TSB. She set up a file number for my complaint (file no 12751766) in case Chrysler Corp. decided to ever do something such as a recall about this problem and I would be contacted.

SUMMARY!

Chrysler has a serious problem with the front brakes on this vehicle and I suspect many more models and are not

willing to retrofit with a solution to solve for good. TSB only says if close to warranty miles, replace parts per TSB. This was told to me by Susan at Customer Center.

I asked Susan who else I could talk with at Chrysler and her reply was no one else in Corporation.

I am writing you the NHTSA for help in this matter. If I found this many problems at two dealers with short visits, I am sure there is a huge problem and you can find out much much more.

I have had many other vehicles and brakes should last more than these do.

This is a potential very serious problem, as which many people will not get repaired soon enough and will cause accidents and possible deaths, and may have already.

By copy of this letter I am asking for you to get involved and get Chrysler Corp. to recall and resolve with a solution permanently, not just change parts with like same that will fail with same results.

Thanks in advance



ATTACHMENTS: Three service repair orders.

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).