



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 100222

Date Received  
2005 MAY 20 AM 5:54  
20-APR-2005

Repository   
Reference No.  
10118963

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City LYNN State MA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of a signature, provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 5/15/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1J4GW58N51C [REDACTED]  
Make: JEEP Model: GRAND CHEROKEE Model Year: 2001  
Date Purchased: 07.03.01 Dealer's Name and Telephone Number: Kelly Jeep-Chrysler 781-581-6000  
Engine: No: Cylinders Fuel Type: Gas  
Original Owner:  Dealer's City: Lynnfield (Rt 1 North) State: MA Zip Code: 01940  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: 4 WHEEL DRIVE  
Vehicle Component Code: 034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS  
Multiple Failure:  (4)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 17-AUG-2002 Failure Mileage: 9622 Failure Speed: 50-60 mph

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: 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).

THE BRAKE ROTORS HAVE BEEN REPLACED/RESURFACED THREE TIMES. THE PADS HAVE BEEN REPLACED, AND THEY STILL DO NOT STOP THE VEHICLE THE WAY THEY SHOULD. MANUFACTURER OFFERED NO HELP, AND DEALERS HAVE DONE ALL THEY COULD DO. \*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 rotors are defective or deficient in a way that causes them to warp chronically. The manufacturer is aware of the problem but refuses to do a recall and Correction Compliance. The manufacturer has honored the original guarantee (1 yr. Brakes) and extended it apparently because I have not had to pay for the two rotor changes and one rotor resurfacing. The dealer has been very good about it but does not offer a permanent solution. When the brake rotors become warped the vehicle shakes violently at 50-60mph. This is obviously a potentially dangerous situation and the manufacturer must be forced to recall and correct the problem permanently. The service manager at Kelly Jeep told me there are many 2001 Jeeps with the same problem. My lease is up July 1st. I was planning on buying the vehicle but now I feel I would be buying a lifetime of aggravation. It should be noted that during the gap between service date 8/12/02 and 5/19/03 there was vibration.

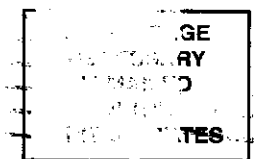
ATTACH ADDITIONAL SHEETS IF NECESSARY

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National Highway Traffic Safety Administration

400 Seventh Street, NW Washington, DC 20590

Official Business Penalty for Private Use \$300



**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.



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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**

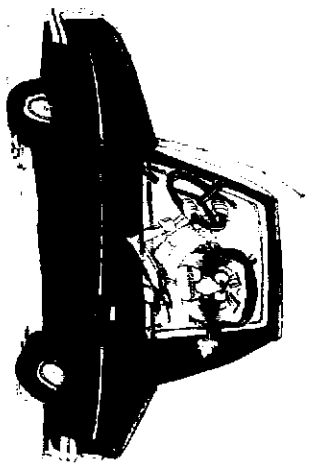
TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

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**1-888-327-4236**

DOT Auto Safety Hotline  
(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).