



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 100148

Date Received: 24-MAR-2006
Repository:
Reference No.: 10153598
17 11 051

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ANDOVER State: ME Zip Code: [REDACTED]

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: [REDACTED] Date: 4-2-06

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: NONE

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: LJ4GW58S [REDACTED]
Make: JEEP Model: GRAND CHEROKEE Model Year: 1999
Date Purchased: 08-JAN-99 Dealer's Name and Telephone Number: BERLIN CITY 800-998-6968
Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner: Dealer's City: GORHAM State: NH Zip Code: 03581
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: ALL WHEEL DRIVE
Vehicle Component Code: 034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-MAR-2006	Failure Mileage: 90000	Failure Speed: ANY NORMAL LEGAL SPEED	1ST TIME, 6700 MILES 5/22/99	2ND TIME 24101 MILES 6/14/00
			3RD TIME 30165 10/31/00	4TH TIME 82610 MILES 5/4/05

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE 5TH 4/14/06

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]

AMPLICABLE 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: [REDACTED] Number of Deaths: [REDACTED] 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).

DT4: THE CONTACT STATED WHILE BRAKING AT ANY SPEED, THE STEERING WHEEL SHAKES. THE DEALERSHIP REPLACED THE ROTORS FOUR TIMES, BUT THIS HAS NOT FIXED THE PROBLEM. THE VEHICLE WAS TAKEN TO AN INDEPENDENT REPAIR SHOP THAT DETERMINED THE CALIPERS NEED TO BE REPLACED. * 4 ROTORS COUNTING THE ORIGINAL ROTORS
WHEN SHAKING OCCURS THE VEHICLE SEEMS TO HAVE LESS STEERING POWER.
A DRIVER UNACCUSTOMED TO WHEEL SHAKING WHEN BRAKING COULD LOSE CONTROL OF THE VEHICLE. THESE ARE THE REASONS FOR REPLACING THE ROTORS AGAIN AND AGAIN...
I AM NOW UP TO SIX SETS OF ROTORS (COUNTING THE ORIGINAL).
THERE SEEMS TO BE AN INHERENT FLAW IN THE ORIGINAL BRAKE DESIGN (MAY BE CALIPERS)
OVER

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)

I AM 72 YEARS OLD; HAD MANY NEW VEHICLES; DROVE MANY THOUSANDS OF MILES; NEVER HAD A BRAKE PROBLEM ON ANY OTHER VEHICLE. THIS IS THE ONLY VEHICLE I FEEL UNSECURE DRIVING.

INVOICES FOR PARTS AND SERVICE ARE ENCLOSED (7 PAGES). I FEEL THAT THE DEALER DID HIS BEST TO TRY AND CORRECT THE PROBLEM.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

PORTLAND

10 APR 2

M 2



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-210 400 7th Street, SW Washington, DC 20590



Think your vehicle has a safety defect?

1-800-4-A-SAFE

1-800-327-4274

U.S. Department of Transportation National Highway Traffic Safety Administration



1ST ROTOR REPLACEMENT, 6700 MILES, 5/28/99
SERVICE MANAGER BOB POULIN

THE DEALER (BERLIN CITY) DID NOT GIVE ME AN INVOICE FOR THE 1ST ROTOR REPLACEMENT BECAUSE THERE WERE NO NEW ROTORS IN STOCK AT THE TIME (ON ORDER) AND BECAUSE THE BRAKES WERE SO BAD AT THE TIME, THEY TOOK ROTORS OFF ANOTHER NEW VEHICLE AND PUT THEM ON MY VEHICLE.

THE DEALER HAS THE RECORDS.


Andone, Me.

[REDACTED]
Andover ME
[REDACTED]

146

RG

06/02/07

[REDACTED]
Andover Maine
[REDACTED]

ORDERED: 06/02/07 PAYMENT DUE: 06/02/07

TERMS: NET 0

NOTES: 24,002 miles

ck for brake pulsation front rotors out of
round ds 20 k inner pads worn excessive
rr axle seal leaking.

[REDACTED]
[REDACTED]
[REDACTED] OWNER/OPERATOR
[REDACTED]

TOTAL

0.00

To: Berlin City Service Department
From: Robert H. Graham
Subject: Warranty work, 1999 Grand Cherokee Laredo, Vin 1J4GW5839 [REDACTED]
symptom: Steering wheel vibrations (shaking) when applying the brakes.

The following conclusions are based on measurements, a physical examination and a written statement by an independent automotive mechanic (also my observation of the same).

The front drivers side brake caliper operation is defective.
The braking pressure between the brake pads and the rotor is unbalanced to the degree that the inside brake pad is doing nearly all the work.

This is evidenced by the fact that the inside pad has worn thin (near the point of needing replacement) while the outside pad is near the thickness of a new one.

This condition exist to a lesser degree on the passengers side.

The drivers side rotor has a runout of about 0.020".

The passengers side has much less.

The excessive runout is likely caused by excessive heat; the result of one pad doing the work of two.

The Following are my opinions

- 1) This problem existed from day one as evidenced by the fact that the rotors were replaced once before to correct the same symptom.
- 2) The defective parts (caliper operation) should be corrected and also the parts which were prematurely worn as a result of the defect (rotors and brake pads).
- 3) Both side should be corrected to insure balanced braking.
- 4) Turning the passengers side rotor the amount required to remove the warp would not make me happy.

NOTES:

I PRESENTED THIS LETTER TO THE DEALER AT THE TIME OF MY SECOND APPOINTMENT TO HAVE THE BRAKES FIXED.

THE DEALER'S MECHANIC CHECKED THE BRAKES, AGREED WITH MY FINDINGS AND REPLACED (1) CALIPER, (2) SETS OF BRAKE PADS AND (2) FRONT ROTORS.

SEE INVOICE # 150740 FOR DATE AND MILEAGE.

**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).**



ANDOVER AUTOMOTIVE
Main Street
ANDOVER, ME 04216
(207) 392-1219

5/4/05

82600M

AA
08596

Bob Graber

replaced front Rotors 25-

2 rotors at 70E 140-

Tax 7.00-

172-